

# CITY OF SIMI VALLEY

## **POLICE COMMUNICATIONS & RECORDS MANAGER**

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

### **SUMMARY DESCRIPTION**

Under general direction, plans, organizes, evaluates and manages the Communications Center and Records units within the Police Department; supervises, assigns, reviews and participates in the work of staff responsible for providing police dispatch services and for the management and operations of the Police Department's Records Unit including arrests, booking and criminal history records; serves as system administrator for the Department's records management system (RMS); ensures work quality and adherence to established policies and procedures; and performs the more technical and complex tasks relative to assigned area of responsibility.

### **REPRESENTATIVE DUTIES**

*The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.*

1. Plan, prioritize, assign, supervise, develop, review, and participate in the work of staff responsible for providing police dispatch services and the daily operations and activities of law enforcement records management.
2. Establish schedules and methods for providing effective police dispatch and records management services; identify resource needs; review needs with appropriate management staff; allocate resources accordingly.
3. Participate in the development of policies and procedures; monitor work activities to ensure compliance with established policies and procedures; make recommendations for changes and improvements to existing standards and procedures.
4. Recommend and assist in the implementation of goals and objectives; implement approved policies and procedures.
5. Perform the more technical and complex tasks of the work unit including preparing the schedule and miscellaneous reports; ensure compliance with applicable local, state and federal rules and regulations related to law enforcement dispatch and records management.
6. Operate, maintain and suggest operating improvements for in-house computer aided dispatch (CAD) system and telephone systems.
7. Develop and evaluate disaster plan and resources for dispatch center and personnel, including the satellite dispatch center.
8. Monitor and maintain dispatch center and records equipment and supplies needs; research the dispatch equipment market; make recommendations on equipment purchases; work with vendors to secure best product and pricing; develop purchasing strategies; oversee installations of equipment.

9. Serve as system administrator for a variety of records management and intelligence databases and systems; configure and install system components; assign police employee privileges; recommend system enhancements; coordinate and resolve software problems with vendors.
10. Coordinate, manage, and oversee the data entry of reports and information into various databases and systems; ensure accuracy and integrity of data entered; design and develop a variety of system reports.
11. Generate and prepare local, state, and federally mandated Uniform Crime Reports on a weekly, monthly, quarterly, or annual basis as required; comply with all monthly federal submission requirements in a timely manner; prepare year-end statistical reports.
12. Provide training to department staff regarding the use of California Law Enforcement Telecommunications System (CLETS) and other computer functions.
13. Serve as departmental custodian of records; prepare declarations; respond to subpoenas for department records; appear in court on behalf of the department as required.
14. Serve as the department's Agency Terminal Coordinator; coordinate audits of CLETS entries and audits performed by NCIC.
15. Retrieve and disseminate records information to department staff, outside law enforcement agencies and the public in accordance with applicable laws and regulations; direct and coordinate criminal record sealing and purging of documents pursuant to court orders.
16. Monitor legal and procedural developments related to law enforcement records.
17. Participate in the selection of assigned staff; develop effective training programs; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline procedures.
18. Participate in the preparation and administration of the assigned program budgets; submit budget recommendations; monitor expenditures.
19. Prepare analytical and statistical reports on operations and activities.
20. Attend and participate in professional group meetings; stay abreast of new trends and innovations in the field of police dispatch and records management.
21. Understand State 911 funding availability and policies and develop a working relationship with State representatives to secure available funding and opportunities.
22. Participate in countywide committees pertaining to emergency service issues.
23. Perform related duties as required.

### **QUALIFICATIONS**

*The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.*

#### **Knowledge of:**

Operations, regulations, services and activities of a police dispatch center and law enforcement records management program.

Methods and techniques of computer aided dispatch.

Computer aided dispatch systems and radio equipment.  
Operations and procedures of police records management and crime statistics database systems.  
Principles and practices of data storage, retrieval and processing.  
Methods and techniques of record keeping.  
Principles and practices of program development and implementation.  
Principles, practices, methodologies, and techniques of crime analysis as it relates to statistics and law enforcement.  
Principles of supervision, training, and performance evaluation.  
Principles and practices of budgets and expenditure monitoring.  
Modern and complex principles and practices of the criminal justice system, law enforcement and police patrol.  
Federal Communications Commission regulations.  
Police Department and City policies and procedures.  
Court procedures/requirements concerning criminal case filings.  
Pertinent federal, state and local laws, codes and regulations.

**Ability to:**

Supervise, organize and review the work of lower level staff.  
Select, supervise, train and evaluate staff.  
Work extended hours and different shifts.  
Plan, organize and coordinate the work and activity of a public safety communications center.  
Schedule effective twenty-four hour dispatch center operations.  
Organize and administer law enforcement records management system.  
Audit and validate crime data.  
Apply applicable codes and regulations to records management.  
Accurately utilize assigned law enforcement software applications and computer programs.  
Manage multiple database systems.  
Work under pressure, exercise good judgment and make sound decisions in emergency situations.  
Work cooperatively with other departments, City officials and outside agencies.  
Operate radio transmitting equipment, 911 and computer aided dispatch systems, and all other equipment within the communications center.  
Recommend the purchase of radio dispatch equipment.  
Participate in the preparation and administration of the assigned budget.  
Interpret and explain City and Department policies and procedures.  
Interpret and apply current legislation to law enforcement records management.  
Operate modern office equipment including computers and supporting applications.  
Prepare clear and concise reports.  
Communicate clearly and concisely, both orally and in writing.  
Establish and maintain effective working relationships with those contacted in the course of work.

**Education and Experience Guidelines** - *Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

**Education/Training:**

Equivalent to a Bachelor's degree from an accredited college or university with major course work in emergency management, criminal justice, law enforcement, police science, or a related field with specialized training in emergency service dispatch, police dispatch or a related field.

**Experience:**

Five years of police dispatch and/or records management experience including two years of administrative or lead supervisory responsibility.

**License or Certificate:**

Possession of, or ability to obtain, a Peace Officer's Standards and Training (POST) Basic Public Safety Dispatcher certificate.

Possession of, or ability to obtain and maintain, an appropriate, valid CLETS certifications issued by the Department of Justice.

Possession of, or ability to obtain, Records Management, Records Supervisor, Public Records Act, and Legal Up-date certifications issued by POST.

Certification as an Emergency Number Professional (ENP) highly desirable.

**PHYSICAL DEMANDS AND WORKING ENVIRONMENT**

*The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.*

**Environment:** Dispatch center and office environment; work with computers and dispatch radio equipment; exposure to radiant energy.

**Physical:** Essential and marginal functions may require maintaining physical condition necessary for walking, standing, or sitting for extended periods of time; being restricted to immediate area of dispatch equipment for extended periods of time; visual acuity; moderate or light lifting and carrying.

**Vision:** See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents.

**Hearing:** Hear in the normal audio range with or without correction.