

TOWN OF SAN ANSELMO

POLICE DISPATCH/RECORDS SUPERVISOR

DEFINITION

To direct and supervise dispatch and records operations within the Police Department; to perform a variety of technical tasks relative to assigned area of responsibility; to perform those duties of a Police Dispatcher.

DISTINGUISHING CHARACTERISTICS

The Supervisor level recognizes positions that perform full, first-line supervisory responsibilities including planning, assigning, and evaluating the work of subordinates and may be responsible for a program area within the work unit or department.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Support Services Division Commander. Functional supervision is exercised by the Chief of Police and the Operations Division Commander.

Exercises direct supervision over assigned dispatch personnel.

EXAMPLES OF DUTIES - Duties may include, but are not limited to the following:

Conduct surveys and perform moderately complex research and statistical analyses as requested; prepare related reports; perform administrative detail work and maintain appropriate records and statistics.

Recommend and assist in the implementation of unit goals and objectives; evaluate unit operations and activities in areas of assigned responsibilities; recommend improvements; prepare various reports on operations and activities; and prepare memoranda, staff reports, and letters as appropriate.

Carry out orders of his/her superiors; provide and coordinate training; communicate orders and other needed information to all dispatch personnel; ensure department Rules and Regulations are adhered to; report in writing to his/her commanding officer incidents of misconduct, insubordination, and neglect of or unfitness for duty.

Monitor and follow-up as appropriate, the activities of personnel under his/her charge to determine if dispatch duties, orders and instructions are promptly and efficiently performed; conduct performance evaluations for all dispatch personnel.

Participate in the selection of dispatch staff.

Enter and audit data in department records management system (RMS) for proper format and coding; prepare statistical reports as requested; verify daily (RMS) backups; work with the Network Administrator to maintain system security.

Receive emergency calls, complaints and inquiries from other law enforcement agencies and the public either by telephone, teletype or in person; act as a receptionist at the front counter of the dispatch office; provide information on department programs, policies, and procedures and make referrals as appropriate. Dispatch for multiple public safety agencies via Computer Aided Dispatch (CAD); operate a variety of communications equipment including transmitters, receivers, radio consoles, telephones, and computer systems.

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Build and maintain positive working relationships with co-workers, other Town employees, and the public using principles of good customer service.

Perform related duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:

Principles and practices of supervision, training, and evaluation.

Principles and legal requirements of law enforcement records management including; preparation, processing, indexing, retention, disposition, storage, and release of records.

State and local criminal justice manual and automated records management and telecommunications systems; local area networks (LAN), and associated support needs.

Code languages and laws governing County, State, and Nationwide law enforcement computer systems.

Information needs and objectives of users of law enforcement data; arrest and booking processes, court procedures, and associated legal documents.

Penal, Municipal, Vehicle, Civil, Health and Safety, Welfare and Institution, and other statutory codes.

Codes, ordinances, and legal procedures for processing and dissemination of criminal history and incident information.

Federal Communications Commission laws pertaining to radio procedures, and requirements.

Principles of customer service.

Ability to:

Organize, supervise, train, and evaluate assigned staff.

Obtain information through questioning, deal courteously yet firmly with the public, handle multiple assignments, and work effectively with interruption.

Understand the organization and operations of the Town and of outside agencies as necessary to perform assigned duties.

Interpret and explain pertinent Town and department policies and procedures.

Type at a speed not less than 35 words per minute.

Operate a variety of complex telecommunications equipment, including but not limited to, a two-way radio and multi-line telephone system, computer-aided dispatch and computer based records management system.

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Understand and follow written and oral instructions; obtain and record accurate and detailed information via telephone, radio or personal contact.

Effectively communicate with and motivate employees while promoting esprit-decorps; assist in resolving conflicts; establish standards; review and monitor work.

Make effective decisions and take appropriate action in a variety of work situations; assist in solving problems of the organization and personnel; deal effectively with the public, attorneys, and other law enforcement personnel on a local, state or federal level.

Testify in court as required.

Interpret laws, regulations, and procedures and ensure compliance in all areas of responsibility.

Work various shifts and hours including weekends and holidays.

On a continuous basis, sit at a desk/console for long periods of time; twist and reach for office equipment; write or use keyboard to communicate through written means; verbally give instructions to officers in the field; monitor and hear officer's responses over the radio; lift and carry weight of 10 pounds or less.

Experience and Training:

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Three years recent experience as a dispatcher for a public safety agency.
Previous supervisory experience is desirable.

Training:

Equivalent of completion of the twelfth grade.

Required Certificates:

Possession of, or eligibility for possession of a Public Safety Dispatchers Certificate issued by the State of California Commission on Peace Officer Standards and Training (POST).

Possession of a keyboarding/typing certificate for a minimum of 35 words per minute net from a recognized agency such as a school or employment agency.

Date: 3-15-05

Approved: Debra Stutzman
Town Administrator