

**POLICE COMMUNICATIONS / RECORDS SUPERVISOR**

| **Reports to:** | Chief of Police |  |  |
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| **Dept:** | Police | **Range:** | 29 |
| **FLSA:** | Nonexempt | **EEO:** | Technical/Paraprofessional |

*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 by individual positions.*

### BASIC FUNCTION:

Under direction, plan, coordinate, organize and oversee the staff and daily operations of the Police Communications division; develop and implement procedures and practices for the division including dispatch, records, lost and found, and parking citation/permit processing; act as Clery Compliance Officer; maintain specialized databases and reporting systems and over­see tracking and reporting of mandated statistics; coordinate and plan for incident command for emergency operations; serve as agency liaison for DOJ (CORI and CLETS) audits and CLERY audits; coordinate with outside agencies; and perform related duties as assigned.

### ESSENTIAL DUTIES & RESPONSIBILITIES:

*The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.*

1. Plan, assign, schedule, supervise and evaluate the work of assigned staff; with staff, develop, imple­ment and monitor operational plans to achieve assigned unit objectives; provide input to the annual budget; make purchases and other expenditures in accordance with district procedures and monitor perform­ance against the annual budget; participate in developing, implementing and evaluating plans, processes and procedures to achieve established goals and objectives in accordance with depart­ment standards; prepare and maintain a variety of records and reports.
2. Interview and participate in selecting new unit staff; supervise and evaluate staff perform­ance; establish performance requirements and personal development targets; regularly monitor perform­ance and provide training, coaching and mentoring for performance improvement, in accordance with district human resources policies and labor contract agree­ments.
3. Provide day-to-day leadership and work with staff to ensure a high-performance, service-oriented work environment that supports achieving district and division mission, objectives and service standards; enforce the maintenance of safe working conditions and ensure safe work practices are followed by staff; provide leadership to ensure a fair and open work environment in accordance with the district’s mission, goals and values.
4. Ensure the communication/records unit is fully staffed and operational during specified hours on a 365-day basis; monitor access to state and national law enforcement communication systems, databases and telecommunication systems to ensure all department personnel adhere to policies and procedures of the Department of Justice (DOJ); ensure the training and certification of all depart­ment personnel accessing these systems; ensure work of staff complies with legal requirements; ensure accuracy of data and correct any errors.
5. Oversee, review and participate in dispatching emergency calls from the public; monitor quality of service provided in the Communications Center; act as agency liaison for surround­ing police agencies during emergency and mutual aid situations; oversee and approve initiation of broadcast messages to students, public communications and emer­gency management systems.
6. Develop records maintenance policies and procedures and act as Police Department Custodian of Records; develop and implement a storage plan that includes both physical and digital storage, storage of confidential and sealed records, and the destruction and archiving of older records in conformance with legal standards and limitations; coordinate access to records and release of information in response to operational needs, and court and Public Records Act requests.
7. Serve as the department’s Agency CLETS Coordinator (ACC), Security Point of Contact (SPOC), Agency User and/or Systems Administrator and coordinate with other state, county, local agency and California DOJ personnel for the administration of the California Law Enforcement Telecommunications Systems (CLETS), computer-aided dispatch systems (CAD), and Auto­mated Regional Justice Information System (ARJIS); interpret infor­mation from CLETS, the National Crime Information Center (NCIC) and local computer systems; monitor and audit CLETS and other system usage to ensure compliance with DOJ-mandated policies and procedures; investigate potential misuses and take appropriate corrective and/or disciplinary action; make required notifications to DOJ.
8. Manage the registration of court-mandated sexual, drug and arson registrants and ensure timelines for entry and transmission of data to the DOJ; coordinate with probation and police officers to monitor sexual registrants; oversee training, compliance testing and audit for Criminal Offender Record Information (CORI), California Law Enforcement Telecommuni­cation System (CLETS) and CLERY audits.
9. Coordinate the development, implementation and oversight of policies, programs and activi­ties ensure the district’s overall compliance with the Clery Act and associated regula­tions for all of the district’s campuses and facilities; act as Clery Compliance Liaison Officer and participate on the Clery Care Compliance Team; coordinate the preparation and publi­ca­tion of reports and lists, ensuring requirements are met and that information is accur­ate; gather crime and disciplinary data from a variety of internal and external sources and develop crime statistics and reports; prepare, publish and distribute Clery Act Annual Security Report.
10. Supervise the Permit and Parking Citation programs including the appeals, review and hear­ing processes; ensure database accuracy; populate other police databases with accur­ate data including the Field Interview (FI), Crime Cases, Moving Violation (or Notice to Appear in Court) and the Clery-mandated incident log databases; ensure submis­sion of unpaid parking citations to the district’s contracted collection agency and DMV.
11. Coordinate with state, county and local agencies for emergency preparedness training and response; serve as a first responder in the mass notification system; coordinate department communications when the Incident Command System or Emergency Operations Center is activated including sending public notifications and interacting with media and other agen­cies; maintain emergency preparedness roster and organizational flow chart; schedule training and maintain training logs of Campus Security Authority.

**OTHER DUTIES:**

1. Investigate complaints against subordinates; coordinate the resolution of complaints, claims and responses to subpoenas; may testify in court on dispatch and records manage­ment issues when subpoenaed.
2. Research, compile and prepare statistical reports and studies.
3. Coordinate and oversee the district’s safety escort program including documentation of escorts into the database.
4. Coordinate and oversee the district’s lost-and-found program.
5. Perform related duties as assigned.

### KNOWLEDGE AND ABILITIES:

### KNOWLEDGE OF:

1. Computer-aided dispatch terminal, two-way radio, regional communications systems, computerized mapping system and other computer programs typically used in a dispatch center to research and obtain information.
2. Operation and care of radio and telephone equipment and operational characteristics of emergency communication system equipment.
3. Crisis management techniques.
4. Law enforcement codes, terminology, phonetic alphabet, procedures and practices.
5. Campus and surrounding cities geography and street names.
6. Operations, services and activities of a comprehensive police records program.
7. Police and justice department records management technologies.
8. Principles, methods and practices of Emergency Operation Center activation and operation.
9. Federal, state and local laws, policies and directives applicable to areas of responsibility including Family Educational Right to Privacy Act (FERPA), Sexual Registrant, National Institute Management System (NIMS), Department of Justice and FCC requirements.
10. Federal Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act, Title IX, Violence against Women Act and associated regulations.
11. Public Records Act.
12. Safety policies and safe work practices applicable to the work.
13. Applicable federal, state and local laws, rules and regulations [including OSHA rules and regulations if applicable].
14. Principles and practices of sound business communications, including correct English usage, grammar, spelling and punctuation.
15. District practices and procedures for budgeting, purchasing and maintaining public records.
16. Principles and practices of effective supervision.
17. District human resources policies and labor contract provisions.

### ABILITY TO:

1. Plan, supervise, assign, review and evaluate the work of staff engaged in police communi­ca­tions and record management.
2. Analyze procedural, operational, financial or budgetary problems, evaluating alternatives and reaching sound, logical, fact-based conclusions and recommendations.
3. Manage, coordinate and maintain a communications and records management operation in a highly automated, integrated and complex environment.
4. Receive requests for emergency and non-emergency services both face-to-face and over the phone, elicit information to assess situations from inquirer, many of whom are upset, distressed and not communicating clearly, and determine appropriate course of action.
5. Operate computer-aided dispatch terminal, two-way radio, computerized mapping system and other computer programs used to research and obtain information.
6. Communicate effectively, both orally and in writing.
7. Prepare clear, concise and comprehensive correspondence, reports, studies and other written materials.
8. Testify authoritatively in court.
9. Analyze situations as they occur and respond appropriately to ensure the protection of staff and confidential information.
10. Understand, interpret, explain and apply applicable laws, codes and regulations.
11. Present proposals and recommendations clearly, logically and persuasively.
12. Operate a computer, standard business software and a variety of computer software programs and databases related to area of assignment.
13. Represent the district effectively in dealings with other law enforcement agencies, commun­ity and business organizations and the public.
14. Use tact and diplomacy in dealing with sensitive and complex issues, situations and concerned people.
15. Demonstrate sensitivity to and understanding of diverse academic, socioeconomic, cultural, ethnic and disability issues.
16. Establish and maintain effective working relationships with all those encountered in the course of work.

### EDUCATION AND EXPERIENCE:

### Graduation from an associate degree program, preferably in criminal justice, and at least five years of progressively responsible experience in police emergency communication and police records; or an equivalent combination of training and experience. A bachelor’s degree in admin­istration of justice, business, management or a related field is highly desirable.

### LICENSES AND OTHER REQUIREMENTS:

A valid California driver’s license and the ability to maintain insurability under the district’s vehicle insurance program.

California POST Basic Public Safety Dispatcher Certificate. Completion of a certified POST Supervisory Course within one year of appointment.

ICS 100, 200, 300, and 400 are desirable and must be completed within twelve months of hire if not already completed.

Current certification as a CLETS Trainer issued by the California Department of Justice or the ability to obtain certification within six months of hire.

Psychiatric Emergency Response Team Training is desired.

Successful completion of a comprehensive background investigation is required, including a review of employment history, criminal conviction record, credit history, use of intoxicants and/or other controlled substances.

**WORK DIRECTION, LEAD AND SUPERVISORY RESPONSIBILITIES:**

Supervise Police Dispatcher/Records Technicians and Police Support Assistants.

**CONTACTS:**

District administrators, faculty, staff, students, other college and community organizations, other public safety agencies including local law enforcement, DOJ, DMV and courts, and the general public.

**PHYSICAL EFFORT:**

*The physical efforts described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Primarily sedentary with intermittent standing, walking, bending, stooping or crouching; occa­sional light lifting, carrying, pulling and/or pushing of objects weighing up to 25 pounds; ability to travel and/or drive to various locations on and off campus as needed to conduct district business; ability to sit and work at a computer station for extended periods involving repetitive use of hands, wrists and forearms; ability to view small-font words/symbols on a computer monitor for extended periods; ability to talk and hear in person and by telephone and radio.

**EMOTIONAL EFFORT:**

Ability to develop and maintain effective working relationships involving appropriate interactions and communications personally, by phone and in writing with a variety of individuals and/or groups from diverse backgrounds on a regular, ongoing basis; perform highly detailed work; deal with changing deadlines, constant interruptions and multiple concurrent tasks; frequent contact with the public including dissatisfied, abusive and traumatized individuals.

**WORKING CONDITIONS:**

Primarily business office environment in a space accessible to the public; subject to frequent public contact and interruption; intermittent exposure to individuals acting in a disagreeable fashion; potential exposure to disturbing or traumatic events; work involves various shifts at night, on weekends and holidays as assigned, and in emergency situations and natural disasters.