

City of South San Francisco
Human Resources Department

Police Communications and Records Manager

Class Description

Definition

Under general direction, manages, coordinates, and directs the operations of the public safety communications center and the records/property unit; selects, trains, evaluates staff; and does related work as required.

Distinguishing Characteristics

This is a civilian position with responsibility for the efficient operation of the communications center and of the records/property unit, the management and planning of organizational and technical changes that impact both. Work is performed with considerable independence under the direction of a division commander.

Typical and Important Duties

1. Manages, directs, and organizes the activities of the communications center and of the records/property unit.
2. Establishes and monitors systems relating to the processing and maintenance of police reports and the maintenance of property and evidence.
3. Develops and implements goals, objectives, policies and procedures to ensure optimum use of the City's emergency communications system / RMS.
4. Manages organizational and technical changes that impact the department's system of information management.
5. Prepares and administers the unit's budget.
6. Directs the procurement and development of all facilities, equipment, and systems necessary for effective, efficient, and economical telecommunications and information management services.
7. Ensures, through the use of outside contractors and/or City resources, prompt and effective remedial and preventative maintenance of all communications systems and equipment.
8. Coordinates the operation of the units with all servicing agencies.
9. Updates systems for handling transmittal of bail monies, handling of criminal registrants, forms control and storage, screening and distribution of correspondence, and collection and dissemination of technical and instructional data relating to existing and planned computer systems
10. Selects, trains, motivates, and evaluates technical and supervisory staff.
11. Conducts personnel investigations, investigating complaints, and recommending disciplinary actions.
12. Answers complaints and inquiries concerning the activities of the units.
13. Maintains thorough and accurate logs, audio recordings, and records of all unit operations; provide summaries to appropriate management and other departments as necessary.
14. Acquires and maintains all necessary operating licenses and permits.

15. Performs related duties and responsibilities as assigned.

Job-related Qualifications

Knowledge of:

- Methods, practices, and principles of records and office management.
- Police and fire automated information systems.
- Current trends and issues related to the current communications dispatch industry.
- Theories, principles, and practices of emergency communication.
- Laws, techniques, and procedures relating to the maintenance, processing, release, and retention of police records.
- Principles of management, supervision, training, and employee development.
- Principles and practices of public administration and human resources as applied to function, including basic employee-relations concepts.
- Operational requirements of police and fire agencies.
- Pertinent local, state, and federal laws, rules and regulations.
- Use and/or management of dispatch records management and computer-aided dispatch systems.
- Personal computers and their associated software.

Ability to:

- Effectively manage assigned units.
- Plan, organize, direct, and coordinate the activities of a dispatch center and of a records/property unit.
- Communicate effectively in writing, orally, and with others to assimilate, understand, and convey information, in a manner consistent with job functions.
- Establish and maintain cooperative working relationships with City officials, other governmental agencies, departmental personnel, citizens and the public.
- Supervise, train and evaluate employees.
- Identify, coordinate, and resolve a wide variety of issues related to Police operations.
- Delegate authority and responsibility, and schedule work on a long-term basis.
- Represent the City, or the department, in contacts with representatives of other agencies, City departments, and the public.
- Take a proactive approach to customer service issues.
- Make process improvement changes to streamline procedures.
- Work in a safe manner, following City safety practices and procedures; coach others in correct safety practices; enforce safety regulations.
- Maintain confidentiality regarding sensitive information.

Skill in:

- Using a personal computer and associated applications.
- Entering and retrieving data from a variety of records management databases with speed and accuracy sufficient to perform the assigned work.

Experience and Training

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

Experience:

Five years of progressively more responsible police and fire emergency communications dispatcher experience and/or police records management experience, with two of those years as a supervisor and two years of experience related to emergency dispatching.

Training:

Associate Degree from a community college or 60 college units with major course work in criminal justice, business or public administration or a closely related field. A Bachelor's degree is highly desirable.

Licenses and Certificates

All licenses and certificates must be maintained as a condition of employment.

- Possession of, or ability to obtain, a valid, appropriate California driver's license and a satisfactory driving record.

Special Requirements

Essential duties require the following physical skills and work environment:

Physical Skills:

Able to use standard office equipment, including a computer; sit, stand, walk, kneel, crouch, stoop, squat, twist, and maintain sustained posture in a seated or standing position for prolonged periods of time; vision to read printed materials and a computer screen; hearing and speech to communicate in person, over the telephone, and over the radio; lift and carry 35 pound boxes, files, and materials.

Work Environment:

Work a standard office environment and dispatch center; availability for extended or irregular hours, including evenings, nights, weekend, holidays, and callback.

Ability to:

Travel to different sites and locations; drive safely to different sites and locations; maintain a safe driving record; handle public information emergency situations.

Additional Information:

- Approved: June, 2011
- Revised Date:
- Former Titles:
- Abolished:
- Bargaining Unit: Mid-management

- DOT: No
- Status: Classified/exempt
- Job Code: M285