

Salary Schedule	MOU	Benefits
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City of Alameda
Code No.4068
Approved by C.S.B.
April 5, 2006

POLICE RECORDS & COMMUNICATIONS MANAGER

DEFINITION

Under general direction plans, coordinates and supervises operation of the Police Communications Center and the Police Records Section; performs other related work as required.

DISTINGUISHING FEATURES

The work of this non-sworn position is characterized by direct supervisory responsibility for Police communications and records operations. The Communications Center provides 24-hour, 365 day-per-year support to police personnel. The Records Section includes police records and statistics, crime analysis, warrants, data processing, and court liaison, with the Police Records & Communications Manager serving as custodian of records for subpoena purposes. An incumbent is expected to function as an expert in these areas and in public safety communications. The work is further characterized by the provision of highly specialized management assistance by planning, directing, or taking lead responsibility for comprehensive programs, studies and projects.

EXAMPLES OF DUTIES

1. Plans, coordinates, schedules and supervises the work of assigned Police records and communications staff; prepares and establishes work schedules and priorities; review work progress and problems.
2. Plans and directs all administrative and operational activities and functions of the Police records and communications sections, ensuring compliance with departmental policies and procedure and applicable laws; develops, implements and revises policies and procedures; administers assigned programs and functions.
3. Ensures compliance with public safety records, communications and other related standards and requirements.
4. Participates in the development of goals, objectives, procedures and work standards; evaluates, revises and implements work methods; develops work programs; conducts various analysis, including efficiency and cost savings studies.
5. Coordinates activities with other City departments, divisions and work units and with other agencies, contractors and consultants.
6. Coordinates, oversees and performs technical staff work pertaining to the operation and maintenance of specialized law enforcement administration, records management and communications computer equipment and programs; ensures related staff proficiency, developing and providing training as required; explores, establishes and coordinates various technological equipment, service and maintenance arrangements and agreements.
7. May perform staff duties including the more difficult or unusual assignments.
8. Conducts studies and investigations; prepares various reports and summaries; collects data, maintains records, inventories, logs and records; prepares and makes presentations.
9. Provides information and technical assistance; responds to and resolves complaints; conducts investigations and attends hearings.
10. Maintains current knowledge of law enforcement records management, communication and related standards, trends, and technologies; prepares related policy and procedural recommendations.
11. May serve as liaison to various groups, agencies and other divisions and departments; attends meetings and conferences.
12. May prepare grant proposals and applications and oversee grant administration.
13. May prepare and administer budgets, or assist in preparing budget estimates and in monitoring and controlling expenditures.
14. Supervises trains and evaluates assigned staff.

EMPLOYMENT STANDARDS

Education/Experience

Any combination equivalent to education and experience likely to provide the required knowledge and abilities. A typical way to obtain the knowledge and abilities would be:

Education: Possession of AA degree in criminal justice or related field; graduation from an accredited college or university with major course work in criminal justice, public or business administration or related field is highly desirable.

Experience: Five years of either municipal law enforcement experience involving public safety computer added dispatch and/or police records management experience, or local government administrative experience involving the analysis of comprehensive administrative concerns, development of policies and procedures. At least two of these years shall have been in a senior or lead capacity in the area of public safety communications and records management.

Knowledge

Knowledge of operation and management principles and practices of law enforcement support functions including dispatch, communications, records, statistics, crime analysis, warrants, and data processing; application of computer based technology to the operation of law enforcement support service functions; Police Department operations, including application of codes and laws as they relate to assigned areas of responsibility; public and business administration including organization, personnel and fiscal management, and statistical concepts and methods and general analytical procedures.

Ability

Ability to effectively plan, coordinate, supervise and participate in assigned non-sworn law enforcement support work; plan work schedules and monitor performance; plan and direct administration and operation of assigned sections and functions; ensure effective and efficient application and use of computer technology; perform complex and routine administrative work with speed and accuracy; interpret and apply established policies and procedures; interpret, apply and explain related codes, ordinances and regulations; identify and implement improvements in organization, work procedures and equipment; analyze complex, technical and administrative problems and make sound recommendations for their solution; establish and maintain accurate records; prepare reports and estimates; perform accurate mathematical calculations; operate designated computer equipment and software; use initiative and exercise independent judgement; draw valid conclusions and project consequences of decisions and recommendation; set priorities, meet deadlines and make sound decisions; maintain level of knowledge required for satisfactory job performance; communicate effectively; establish and maintain effective working relationships with employees, other sections, divisions, departments, agencies and the general public; and supervise, train and evaluate assigned staff.

Other Requirements

Willingness and/or ability to work flexible days and hours as necessary, coordinate and/or respond to after-hours emergency calls and other after-hours work projects, and attend out-of-town, overnight training or conferences as required.

Selected positions may require possession of a valid California Driver's License and satisfactory driving record as a condition of initial and continued employment.