

PUBLIC SAFETY COMMUNICATIONS SUPERVISOR

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DEFINITION

Under direction, plans, coordinates and supervises the Communications Center of the Police Department; provides administrative and technical staff assistance and performs other related work as required.

DISTINGUISHING FEATURES

Work in this class has direct supervisory responsibility for operations of the Police Communications Center, which provides 24-hour, 365 days-per-year dispatch services to the Police Department.

EXAMPLES OF DUTIES

1. Plans, organizes, schedules and directs activities of the Police Communications Center, including personnel and fiscal management, budget preparation and analysis, procurement, public relations and related functions.
2. Serves as the department's Custodian of Records for Dispatch Services, makes court appearances as required.
3. Develops, recommends and implements improved administrative methods, policies, procedures, and equipment related to specialized law enforcement administration and communications; recommends and implements section goals and objectives; develops, implements and maintains a Communications Center procedures manual.
4. Collects data, conducts research and analytical studies on a variety of programs and issues; formulates recommendations, and prepares a variety of statistical and written reports and correspondence.
5. Represents the Police Department and Communications Center and confers with other departments, public officials, consultants and residents as required; explains City policies and procedures; makes presentations on assigned projects and programs.
6. Provides responsive service to public requests for information and other inquiries; responds to questions and concerns from the public; provides information as appropriate and resolves service issues and complaints.
7. Applies appropriate laws, codes, Public Records Act statutes, Penal Code sections, Government Code, court decisions, rules and regulations on maintenance, release, use and confidentiality of police communications; implements training and procedures to ensure compliance with new and existing laws.
8. Supervises, trains and monitors the work of assigned staff, including selection, training, and motivation; evaluates performance and recommends disciplinary action, as appropriate.

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: Graduation from an accredited four year college or university with major course work in criminal justice, public or business administration or related field.

Experience: Four years of municipal law enforcement or government administrative experience involving police communications, analysis of administrative concerns, development of policies and procedures and supervising an administrative activity. Two years experience in the area of police communications is desirable.

Knowledge

Knowledge of the principles of public and business administration including organization, personnel and fiscal management, statistical concepts and general analytical procedures; principles, practices, functions and trends in current police communications and law enforcement information systems; codes, regulations and laws governing records management and warrants procedures, including the Public Records Act, California Penal Code, and Computer Aided Dispatch/Records

Management System (CAD/RMS) functions.

Ability

Ability to effectively administer and oversee public safety Communications Center projects and studies; perform both complex and routine administrative work with speed and accuracy; interpret, explain, and apply established laws, regulations, policies, procedures and codes; establish and maintain accurate records; plan, administer and evaluate work programs and schedules; clearly define, interpret and analyze information, issues and situations; develop valid conclusions, solutions and recommendations in a timely manner and project consequences of decisions and recommendations; prepare clear, concise and accurate studies and reports concerning complex matters including cost factor analysis and operational feasibility studies; resolve complaints and problems; set priorities, meet deadlines and make sound decisions; maintain level of knowledge required for satisfactory job performance; communicate effectively; use initiative and exercise sound independent judgment within established policy and guidelines; effectively utilize designated computer equipment, software, and operating systems; establish and maintain effective working relationships with employees and the general public; and supervise, train, and evaluate assigned staff.

Other Requirements

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