



POLICE SERVICES SUPERVISOR

DEFINITION

Under general direction, plans, coordinates and supervises Police Records and Dispatch staff and operations. Provides complex and responsible staff assistance to commanding officers.

SUPERVISION EXERCISED

Exercises direct supervision over Records and Dispatch subordinate staff.

EXAMPLES OF ESSENTIAL DUTIES

Duties may include but are not limited to:

Answer inquiries from the public, both in person and over the phone, direct customers to appropriate staff member.

Plan, develop, coordinate and oversee the staff and operations of the Records and Dispatch units.

Participate in the development and implementation of the budget, goals, objectives, policies and priorities for Records and Dispatch units.

Select, train, evaluate, motivate and discipline subordinate staff; train civilian and sworn personnel in CLETS.

Identify and resolve issues and problems, assign work plans and projects, monitor work flow and review and evaluate work products, methods and procedures.

Ensure compliance with Federal, State and local laws, policies, procedures and regulations.

Evaluate and recommend changes in records and communications systems.

Develop and administer staff schedules.

Maintain and update master street address guide, working with Engineering staff.

Serve as liaison to State and Federal agencies as Public Safety Answering Point (PSAP).

Maintain and coordinate files, including employee information, and records of taxi, tow and pawn broker companies, ensuring compliance with the Barstow Municipal Code.

Order supplies.

Perform related duties as assigned.

KNOWLEDGE, ABILITIES AND SKILLS

Knowledge of:

Standard law enforcement office and dispatch procedures, methods and computer equipment, including but not limited to systems such as CLETS and Computer Aided Dispatch.

Offender registration and Department of Justice reporting processes.

Police Records Management and communications principles, practices and procedures.

Budget preparation and control and record keeping and reporting.

Principles of training, supervision, evaluation, motivation and discipline and performance evaluation.

Federal, State and local laws, policies, procedures and regulations.

Ability and Skill to:

Operate office equipment including computers, copying machines and equipment such as law enforcement teletype and radios.

Accurately type 50 words per minute and enter and tabulate data.

Train, supervise, evaluate, motivate and discipline subordinate personnel.

Analyze issues and problems and identify and implement solutions. Respond to questions from the public and staff.

Prepare and maintain accurate and complete records and reports.

Plan and organize work to meet schedules and timelines.

Communicate clearly both orally and in writing.

QUALIFICATIONS

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

BA/BS in public or business administration or related field and four (4) years increasingly responsible law enforcement experience. MA/MS desirable.

LICENSE OR CERTIFICATE

Possession of a valid Class C California Driver's License and a good driving record. Possession of the Peace Officers Standards and Training (POST) Certification as a Records and Dispatch Supervisor. Possession of Public Records Act, Technical Aspects of Records Management and CLETS Certifications.

ESSENTIAL JOB FUNCTIONS/A.D.A.

Essential job functions and A.D.A. requirements include:

Ability to operate computer, calculator, telephone, portable radio, copying machine and cash register.

Ability to understand and respond to the public's and staff's requests for assistance both on the phone and in person.

Ability to prepare reports, perform mathematical calculations, count money and sort/file documents.

Ability to sit for two hours at a time.

Ability to lift up to 15 pounds.

Ability to climb a footstool or ladder for the purposes of retrieving records.

Ability to get from one location to another in the course of doing business.