

COMMUNICATIONS AND RECORDS MANAGER

Approved: July 2016

FLSA: Exempt

Unit: AFSCME



Definition
Under general direction, plans, organizes, oversees, coordinates, and reviews the work of staff assigned to the Technical Services Unit in the Police Department; participates in the development and administration of Unit policy, planning, and budgetary matters; manages the effective use of the Unit's resources to improve organizational productivity and customer service; provides complex and responsible support to assigned management staff and others in areas of expertise; and performs related work as required.
Supervision received and exercised
Receives general direction from assigned managerial staff. Exercises supervision over supervisory, technical, and administrative support staff.
Class characteristics
This is a management classification that manages the programs, operations, and services of the Technical Services Unit including communications, records, parking permits, and property/evidence. This position can either be sworn or non-sworn. Responsibilities include performing diverse, specialized, and complex work involving significant accountability and decision-making responsibility. The incumbent organizes and oversees day-to-day activities and operations of assigned functional areas. Successful performance of the work requires an extensive communications and/or records management background as well as skill in coordinating work with other City divisions, departments, and public agencies. This class is distinguished from other non-sworn public safety classifications by the management of communications, records management, and property/evidence activities.
Examples of typical job functions (illustrative only)
Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job. <ul style="list-style-type: none">• Plans, manages, and oversees the daily functions, operations, and activities of the Technical Services Unit, including communications, records management, parking permits, and property/evidence.• Participates in the development and implementation of goals, objectives, policies, and priorities for the Unit; recommends within departmental policy, appropriate service and staffing levels; recommends and administers policies and procedures.• Participates in the development, administration, and oversight of the Unit's budget.• Develops and standardizes procedures and methods to improve and continuously monitors the efficiency and effectiveness of assigned programs, service delivery methods, and procedures; assesses and monitors workload, administrative and support systems, and internal reporting relationships; identifies opportunities for improvement and recommends to management.• Participates in the selection of, trains, motivates, and evaluates assigned personnel; provides or coordinates staff training; works with employees on performance issues; implements discipline and termination procedures.• Acts as official custodian of criminal justice records for the department.• Oversees the maintenance and replacement of communications dispatching systems and equipment and records database systems; coordinates upgrades with City information technology staff.• Processes Public Records Act requests pertaining to departmental records; researches request, compiles information, makes necessary redactions, and writes response letter; sends records to requestor following legal guidelines and timelines; documents process, requestor information, and records released.• Processes civil subpoenas served to the Police Department by notifying appropriate staff, reviewing, documenting, and approving records released, and communicating with the City Attorney's office.• Conducts audit of the evidence/property room; approves destruction of evidence and property.• Researches and analyzes information for a variety of departmental, State-mandated, and statistical reports.• Provides highly complex staff assistance to assigned management staff; prepares and presents staff reports and other necessary correspondence.• Conducts a variety of organizational studies, investigations, and operational studies; recommends modifications to assigned programs, policies, and procedures, as appropriate.• Procures communications and records system equipment and software; researches products and participates in informal bid processes for system maintenance and upgrade projects as necessary; prepares and maintains documents for procurement.• Attends and participates in professional group meetings and training; stays abreast of new trends and innovations in the field of communication dispatch, records management, and property/evidence services; researches emerging products and enhancements and their applicability to City needs.

- Monitors changes in regulations and technology that may affect operations; implements policy and procedural changes after approval.
- Receives, investigates, and responds to difficult and sensitive problems and inquiries in a professional manner; identifies and reports findings and takes necessary corrective action.
- Performs other duties as assigned.

Qualifications

Knowledge of

- Administrative principles and practices, including goal setting, program development, implementation, and evaluation, and project management.
- Principles and practices of budget development and administration.
- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.
- Organization and management practices as applied to the development, analysis, and evaluation of technical services programs, policies, and operational needs.
- Practices of researching issues, evaluating alternatives, making sound recommendations, and preparing and presenting effective staff reports.
- General principles of risk management related to the functions of the assigned area.
- Recent and on-going developments, current literature, and sources of information related to assigned programs and services.
- Functions, principles, and practices of law enforcement agencies.
- Local, state, and federal law enforcement databases.
- Principles and practices of law enforcement records processing and maintenance.
- Terminology and procedures used in public safety dispatching.
- Operation of computer-aided dispatching and telecommunications equipment.
- City and County geography, maps, streets, landmarks, and driving directions.
- Social media tools and technology used in communicating with the public.
- Techniques for evidence and property processing and storage, including chain of custody procedures.
- Principles and practices of data collection and report preparation.
- Business mathematics and statistical techniques.
- Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Modern office practices, methods, and computer equipment and applications related to the work.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.

Ability to

- Recommend and implement goals, objectives, and practices for providing effective technical services programs and services.
- Administer complex and technical dispatch communications, records management, and evidence/property programs in an independent and cooperative manner.
- Plan, organize, assign, review, and evaluate the work of staff; train staff in work procedures.
- Oversee and perform communications dispatch, records management, and property/evidence maintenance duties.
- Evaluate and develop improvements in operations, procedures, policies, or methods.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Analyze, interpret, summarize, and present administrative and technical information and data in an effective manner.
- Interpret, apply, explain, and ensure compliance with federal, state, and local policies, procedures, laws, and regulations.
- Conduct research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
- Establish and maintain a variety of filing, record keeping, and tracking systems.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Operate modern office equipment including computer equipment and software programs.
- Use tact, initiative, prudence, and independent judgment within general policy and legal guidelines.

- Use English effectively to communicate in person, over the telephone, and in writing.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and experience

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

- Equivalent to graduation from an accredited four-year college or university with major coursework in criminal justice, business administration, or a related field.
- Five (5) years of increasingly responsible experience in police records management and/or call taking and dispatching, including three (3) years of lead or supervisory experience.

Licenses and certifications

- Possession of, or ability to obtain, a valid California Driver's License by time of appointment.
- Possession of, or ability to obtain, a valid Public Safety Dispatcher Supervisor Certificate issued by the California State Commission on Peace Officer Standards and Training (P.O.S.T.) within two (2) years of appointment.
- Possession of, or ability to obtain, a valid Records Supervisor Certificate issued by the California State Commission on Peace Officer Standards and Training (P.O.S.T.) within two (2) years of appointment.

Physical demands

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer and to visit various City and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone and dispatch systems. This is primarily a sedentary office classification although standing and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.

Environmental elements

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.