

**City of Sebastopol  
Job Description**

**Job Title:** Records/Dispatch Supervisor  
**Division:** Sebastopol Police Officers Association  
**Department:** Police  
**Location:** Police Station  
**Reports To:** Chief of Police  
**Prepared By:** J. Conner  
**Approved By:** City Council  
**Approved Date:** 2/5/19  
**FLSA Status:** Non-Exempt

**SUMMARY:** Coordinates administrative support and related office operations for the Police Department and Chief of Police; serves as a central information point within the Department. This position is characterized by the responsibility to supervise, plan, organize, and coordinate the technical and support service functions of the Department, including the Records Management System and Dispatch. This position also has responsibility for supervising clerical, dispatchers, and other non-sworn staff within the Police Department, performing confidential personnel assignments and managing the Department's administrative affairs.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

Directly supervises clerical, dispatchers, and other non-sworn office employees; establishes criteria for acceptable work behavior and performance; evaluates work of subordinates by comparing work quality to performance standards; coaches and counsels employees to encourage exceptional performance and improvement in areas of individual weakness; recommends and consults with the Chief regarding disciplinary actions as necessary.

Oversees the training for all non-sworn staff, including identifying training needs, arranging employee schedules to allow for training participation, making reservations for classes, travel and accommodations and arranging payments and funds.

Supervises, approves and reports employee illness, vacation, holiday, and overtime accruals of non-sworn staff to the Finance Department; prepares monthly communications work schedule; coordinates vacation and other leave requests; ensures adequate staffing to cover all shifts.

May perform the duties of subordinates to cover lunch breaks and to fill-in for employees gone on vacation or due to illness, which may include day, swing and graveyard shifts; answers phones and receives emergency, non-emergency, and 9-1-1 requests for assistance; evaluates the information and creates a Computer Aided Dispatch (CAD) event; may transfer calls to appropriate emergency service provider; relays information to other law enforcement agencies.

Performs a variety of administrative support assignments related to departmental budgeting, accounting, purchasing, human resources development and public relations as assigned; develops and implements policies and procedures for the support and technical services functions of the department; assists with POST training reimbursements and various record keeping.

Serves as the POST EDI by making entries into the computer system and retrieving POST training

records and certification status.

Coordinates, directs, and expedites the completion of special projects, assignments and activities as directed by the Chief, including gathering information and evidence requested by court orders, assisting with various audits, and purging marijuana records; arranges receptions for departmental events, which may include swearing-in new officers, promotions, etc., including creating invitations, providing refreshments and swerving as host/hostess.

Handles confidential administrative reports, records, and information in a discrete and tactful manner.

Serves as liaison officer with external Federal, State, City and other agencies regarding all administrative functions; acts as an information source regarding department policies, procedures, programs and objectives; interprets departmental regulations and requirements to employees and the general public and gives out information where independent judgment, knowledge and interpretations are utilized.

Processes subpoenas and requests for release of information; processes requests for discovery of information, tapes, videos and reports; oversees record retention schedules; purges and arranges for the destruction of reports and records.

Assists individuals at the Department's front counter requesting the return of personal property; reviews records and court documents to ensure the proper release of property; gathers property and returns to individuals; keeps all associated records.

Serves as the Department's Live Scan Fingerprint Coordinator, which includes attending and participating in meeting held approximately once a quarter held by Sonoma County RAN Committee and the Sonoma County Sheriff's Department; arranges for maintenance services as needed for the Live Scan machine.

Coordinates with the Sonoma County Humane Society for animal control services; oversees the current contract for animal control services, including writing appendixes to the contract as necessary; communicates as necessary with the Human Society regarding the care of animals from Sebastopol.

Acts as official custodial of criminal justice records, oversees records management; prepares crime statistics and submits monthly electronic reports to the Department of Justice (DOJ), which includes number of arrests, hate crimes, domestic violence, anti-reproduction rights violations, all Part 1 DOJ crimes and value of stolen and recovered property.

Attends a variety of meetings and training sessions held by the Sonoma County Association of Records Supervisors (SCARS); attends yearly California Law Enforcement Records Supervisor's Training (CLETS) Conference; may also attend conferences and training programs related to records management held by other organizations throughout the year.

Provides pertinent data as received from the California Law Enforcement Telecommunications System (CLETS), the National Crime Information Center (NCIC), Department of Motor Vehicles (DMV) and he Integrated Justice System (IJS); distributes information as needed.

Performs all removal of information on court-ordered sealed records for adults and juveniles; purges reports and records according to mandated retention schedules.

## **SUPERVISORY RESPONSIBILITIES**

Directly supervises non-sworn Police Department personnel. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws.

Responsibilities include training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

### **QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **EDUCATION and/or EXPERIENCE**

Bachelor's degree (B. A.) from four-year college or university; or one to two years related experience and/or training; or equivalent combination of education and experience.

### **LANGUAGE SKILLS**

Ability to read, analyze, and interpret common technical journals, financial reports, and legal documents. Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community. Ability to write speeches and articles for publication that conform to prescribed style and format. Ability to effectively present information to top management, public groups, and/or boards of directors.

### **MATHEMATICAL SKILLS**

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

### **REASONING ABILITY**

Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

### **CERTIFICATES, LICENSES, REGISTRATIONS**

Must possess current California Driver's License.

### **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to talk or hear. The employee is occasionally required to stand; walk; sit; use hands to finger, handle, or feel; reach with hands and arms and taste or smell. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

### **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Competency :**

To perform the job successfully, an individual should demonstrate the following competencies :

Analytical - Synthesizes complex or diverse information; Collects and researches data; Uses intuition and experience to complement data; Designs work flows and procedures.

Design - Generates creative solutions; Translates concepts and information into images; Uses feedback to modify designs; Applies design principles; Demonstrates attention to detail.

Problem Solving - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.

Project Management - Develops project plans; Coordinates projects; Communicates changes and progress; Completes projects on time and budget; Manages project team activities.

Technical Skills - Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.

Customer Service - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service ; Responds to requests for service and assistance; Meets commitments.

Interpersonal Skills - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control.

Oral Communication - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.

Written Communication - Writes clearly and informatively; Varies writing style to meet needs; Presents numerical data effectively.

Teamwork - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.

Change Management - Develops workable implementation plans; Communicates changes effectively; Builds commitment and overcomes resistance; Prepares and supports those affected by change; Monitors transition and evaluates results.

Delegation - Delegates work assignments; Matches the responsibility to the person; Gives authority to work independently; Sets expectations and monitors delegated activities; Provides recognition for results.

Leadership - Exhibits confidence in self and others; Inspires and motivates others to perform well; Effectively influences actions and opinions of others; Accepts feedback from others; Gives appropriate recognition to others.

Quality Management - Looks for ways to improve and promote quality; Demonstrates accuracy

and thoroughness.

Cost Consciousness - Works within approved budget; Develops and implements cost saving measures; Contributes to profits and revenue ; Conserves organizational resources.

Diversity - Demonstrates knowledge of EEO policy; Shows respect and sensitivity for cultural differences; Educates others on the value of diversity; Promotes a harassment-free environment; Builds a diverse workforce.

Ethics - Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values.

Organizational Support - Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values; Benefits organization through outside activities; Supports affirmative action and respects diversity.

Strategic Thinking - Develops strategies to achieve organizational goals; Understands organization's strengths & weaknesses; Analyzes market and competition; Identifies external threats and opportunities; Adapts strategy to changing conditions.

Judgement - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.

Planning/Organizing - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans.

Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.

Quality - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.

Safety and Security - Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions ; Uses equipment and materials properly.

Adaptability - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.

Dependability - Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals.

Initiative - Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities.

Innovation - Displays original thinking and creativity; Meets challenges with resourcefulness;

Generates suggestions for improving work; Develops innovative approaches and ideas; Presents ideas and information in a manner that gets others' attention.

**Computer Skills :**

To perform this job successfully, an individual should have knowledge of CAD/RMS System software and Word or WordPerfect Word Processing software.