

CLASSIFICATION SPECIFICATION

CITY OF MARYSVILLE, CA

Date: August 2020

CLASS TITLE:	Dispatch/Records Supervisor	JOB CODE:
WORKING TITLE:	Dispatcher/Records Supervisor	FLSA STATUS: Non-Exempt
REPORTS TO:	Support Services Manager or Designee	HIRING STATUS: Career

JOB SUMMARY

Under direction, the Dispatcher/Records Supervisor performs a wide variety of confidential law enforcement and clerical records maintenance and emergency services dispatching. Assists in designing and implementing procedures, methods, programs and departmental goals and objectives; responsible for the efficient accomplishment of the daily activities of an assigned work group; exercises direct supervision over staff; and performs related work as assigned.

DISTINGUISHING CHARACTERISTICS

The Dispatcher/Records Supervisor is responsible for directing and supervising the work of specific non-sworn classifications; adhering to State and Federal guidelines regarding records maintenance. Limited direction is provided by the Support Services Manager or Designee.

EXAMPLES OF WORK

Examples of Work are not intended to be an exhaustive list of all responsibilities, duties and skills. They are intended to be accurate summaries of what the job classification involves and what is required to perform it. Employees are responsible for all other duties as assigned.

Provides continuous leadership in carrying out the program mission, as amended from time to time, including:

- Assign work, schedule shifts for assigned personnel, proof and review work and provide technical assistance to communications and records clerk personnel involving warrants, bail, abstracts, and other offender records.
- Assist in developing and implementing police records communications and teletype systems and procedures.
- Type, file, and index police reports.
- Receive reports and complaints from the public over the phone and at the desk.
- Prepare periodic operating and statistical reports from accumulated data.
- Supervise and assist in the radio dispatch of emergency personnel and equipment.
- Handle petty cash as directed.
- Supervise, train and evaluate assigned staff.
- Perform related duties as assigned.

QUALIFICATION REQUIREMENTS

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

EMPLOYMENT STANDARDS (position requirements at entry)

Any combination of education, training, and experience which provides the required knowledge, skills, and abilities to perform the job is qualifying. These employment standards would typically be achieved by possession of a high school diploma, or equivalent; and at least three years of progressively responsible work experience which involved duties similar to those expected of incumbents in this classification, including at least one year supervising others; experience in a law enforcement or government setting.

KNOWLEDGE, SKILLS, AND ABILITIES (position requirements at entry)

Knowledge of:

- Contemporary technical and administrative practices for record keeping;
- Organization and function of various agencies involved in the criminal justice system;
- Principles and practices of organization supervision, training, performance evaluation and procurement processes;
- Methods and techniques of conducting objective research;
- Contemporary technology and its application in a current environment, including various types of communication devices/systems, and information systems;
- Standard office practices and procedures, including accurate filing and records management;
- The function and use of standard office equipment;
- Computers and computer applications including spreadsheets, databases, and word processing;
- Business English, including spelling, grammar and punctuation;

Ability to:

- Listen effectively;
- Communicate clearly, logically, concisely, and persuasively, both orally and in writing;
- Supervise, train, and evaluate assigned staff;
- Carry out policies of the City;
- Complete assigned tasks relying on broad descriptions and objectives, rather than on extensive, separate instructions requiring frequent supervision;
- Prioritize workload effectively to meet deadlines under changing conditions;
- Establish and maintain effective, cooperative working relationships with individuals and groups encountered;
- Formulate meaningful work programs in assigned areas of responsibility;
- Organize the work of subordinates in order to successfully achieve a common mission;
- Direct the actions of subordinate personnel in sensitive or complex law enforcement operations;
- Meet the physical, psychological and background requirements necessary to safely and effectively perform assigned duties and responsibilities;
- Use computers and computer applications and software effectively in the accomplishment of assignments.
- Operate radio, telephone and teletype equipment.

Language Skills:

- Well-developed listening, writing, and verbal communication skills, including the proper use of legal, scientific, financial, and subject matter concepts and terminology, conveyed with the intended audience in mind.

Reasoning Skills:

- Well-developed ability to define organizational, operational, and technical subject matter problems succinctly, to draw reasonable conclusions therefrom, to conceptualize solutions effectively, and to effectively relate those matters to others. The issues involved will regularly require incumbents to interpret a variety of technical instructions, possibly given in mathematical, diagrammatic, scientific, or statutory forms, and to deal with both abstract and concrete concepts.

PHYSICAL DEMANDS

The physical demands described here are representative of those which 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 sit, walk, and stand.

Specific vision abilities required by this job include close vision and the ability to adjust focus.

Must be able to use telephone and computer equipment and peripherals.

WORK ENVIRONMENT

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

The noise level in the work environment is usually moderately quiet indoors, and varying outdoors.

Work days are frequently long, and work product deadlines are common.

Confidentiality is expected.