

# City and Borough Sitka, Alaska

## Class Specification

<b>Class Title</b>	<b>Dispatch and Records Supervisor</b>
<b>Class Code Number</b>	<b>8030</b>
<b>FLSA Designation</b>	<b>Non-Exempt</b>
<b>Pay Grade and Range</b>	<b>PSEA</b>
<b>Effective Date</b>	<b>September 2010</b>

### General Statement of Duties

Supervises the dispatch, communications and records functions within the Police Department; performs related work as required.

### Distinguishing Features of the Class

The principal function of an employee in this class is to oversee all communications and staff support functions within Police operations. The work is performed under the direct supervision of the Services Lieutenant but considerable leeway is granted for the exercise of independent judgment and initiative. Direct supervision is exercised over the work of employees in the class of Dispatch and Records Clerk. An employee in this class performs the duties of other employees in the Police Department or related departments as required or as assigned by supervisory personnel. In the absence of the Traffic Officer and/or Administrative Assistant an employee in this class may assume responsibility for some or all duties of these classes. The principal duties of this class are performed in a Police communications area involving frequent contact with members of the public and incarcerated individuals.

### Examples of Essential Work (Illustrative Only)

- Supervises, trains, evaluates, coordinates and motivates the work of Dispatch and Records Clerks, including screening all applicants, providing in depth training of standard operating procedures within the communications and records section and ensure an adherence to those standards;
- Processes all related personnel matters, including scheduling, performance evaluations, leaves and a compliance with all rules associated with the Alaska Public Safety Information Network;
- Plans, organizes and develops policies and operating procedures for the dispatch and records sections of the Police department to ensure efficiency and effectiveness in staff operations and design ways to better address public needs;
- Prepares and updates the dispatch training guide and training program for dispatch;
- Researches and makes recommendations for the updating of equipment used in dispatch operations;
- Oversees all official records within the Police Department, including verifying the accuracy of all documents, ensuring only authorized Police personnel have document access and overseeing and processing the computer entry of various Police documents, data, citations, tickets, subpoenas, arrest warrants and related information;

- Supervises records management within the Police department
- Handles varied emergency situations dealing with emotional, injured and victimized persons and is responsible for ascertaining the crucial information needed in the given situation and relaying this to the proper Police personnel without delay;
- Monitors radio frequencies for Police Fire and Alaska State Troopers;
- Provides communications services for Police and related personnel, including providing two way communications, relaying relevant information to Police Officers, logging all communication signals, running criminal background checks for responding officers and municipal and District Attorneys, transcribing taped interviews, operating paging systems for Police personnel and relaying any crucial information to internal personnel or outside agencies;
- Responds to telephone and 911 calls for Police, Fire, Emergency Medical Services, (EMS) and Search and Rescue, (SAR);
- Processes non-emergency calls for the department, involving the prioritizing of several lines at once to ensure emergency situations are always given prompt, accurate and professional service;
- Monitors and provides for Police personnel response to alarms involving, fire, bank, water treatment intrusion, airport, national historic park, boiler, elevator, post office, SEARHC mental health response, adult probation office and the District Attorney=s office;
- Answers and processes crime line calls;
- Updates computer telephone listings and searches;
- Answers TDY calls for the deaf;
- Conducts telephone traces through the local telephone company;
- Provides all communication services in-person to individuals approaching the dispatch window;
- Provides court testimony as necessary;
- Coordinates evacuation and set-up of the Emergency Operations Center;
- Performs research and compiles statistics and related Police information for agencies as requested;
- Performs other duties of Dispatch and Records Clerks as necessary;
- Provides needed information and demonstrations concerning how to perform certain work tasks to new employees in the same or similar class of positions;
- Keeps immediate supervisor and designated others fully and accurately informed concerning work progress, including present and potential work problems and suggestions for new or improved ways of addressing such problems;
- Attends meetings, conferences, workshops and training sessions and reviews publications and audio-visual materials to become and remain current on the principles, practices and new developments in assigned work areas;
- The nature of the work performed requires that an employee in this class establish and maintain effective working relationships with other Department and City employees, State and Federal officials and the public.
- Responds to citizens' questions and comments in a courteous and timely manner;
- Communicates and coordinates regularly with appropriate others to maximize the effectiveness and efficiency of interdepartmental operations and activities;
- Performs other related duties as assigned.

### **Required Knowledge, Skills and Abilities**

- Comprehensive knowledge of computer information retrieval of police radio communications operations and computer information entry procedures;
- Comprehensive knowledge of the current practices and procedures involved in Police records divisions;
- Thorough knowledge of Police Department activities, purposes and procedures;
- Ability to supervise, manage, evaluate and coordinate the work of others;
- Ability to handle confidential materials with tact and discretion;
- Ability to advise and direct Police Officers and other emergency personnel and to quickly disseminate crucial information in a clear, concise and understandable manner;
- Ability to draw out needed information from persons involved in all types of emergency situations;

- Ability to handle multiple tasks at any given time and to prioritize activities according to emergency needs;
- Ability to perform computer entry duties with speed efficiency and accuracy;
- Ability to quickly learn geographical information and be able to communicate this information to needed personnel and members of the public;
- Ability to communicate well with others, both orally and in writing, using both technical and non-technical language;
- Ability to understand and follow oral and/or written policies, procedures and instructions;
- Ability to prepare and present accurate and reliable reports containing findings and recommendations;
- Ability to operate or quickly learn to operate a personal computer using standard or customized software applications appropriate to assigned tasks;
- Ability to use logical and creative thought processes to develop solutions according to written specifications and/or oral instructions;
- Ability to perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines;
- Ability and willingness to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology;
- Integrity, ingenuity and inventiveness in the performance of assigned tasks.

#### **Acceptable Experience and Training**

- Graduation from high school or possession of a GED, preferably supplemented by additional training in safety communications operations; and
- Considerable related experience in safety communications and information operations; or
- Any equivalent combination of experience and training which provides the knowledge, skills and abilities necessary to perform the work.

#### **Required Special Qualifications**

- Ability to pass a background check.

#### **Essential Physical Abilities**

- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, which permits the employee to communicate effectively in emergency situations with an attention to time constraints;
- Sufficient vision or other powers of observation, with or without reasonable accommodation, which permits the employee to operate and monitor a computerized communications system;
- Sufficient manual dexterity with or without reasonable accommodation, which permits the employee to operate a keyboard, several phone lines and other communications equipment;
- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, which permits the employee to operate in the Police Department Communication/Dispatch desk.

• • • END • • •