

## POLICE COMMUNICATIONS SUPERVISOR

### DEFINITION

Under the direction of the assigned administrator, supervise, coordinate and perform the Los Rios Police Department (LRPD) communications and dispatching functions.

### TYPICAL DUTIES

Supervise, coordinate, and perform the LRPD communications and dispatching functions; train, supervise, and evaluate assigned employees; participate in interviewing and selecting new employees; ensure accountability and adherence to applicable laws, regulations, policies and procedures; stay current with trends and innovations in the field of police communications dispatch; participate in the development of effective training programs; work proactively with employees to resolve performance or personnel issues and implement disciplinary procedures; plan work assignments and evaluate shift operations to ensure that the district services and expectations are achieved; recommend and assist in the implementation of goals and objectives; take command responsibility over critical incidents affecting the facility and on-duty staff; operate the computer aided dispatch RIMS system; coordinate system maintenance and reparts ; monitor computer software, update computer aided dispatch (CAD) files as necessary; supervise maintenance of records and files necessary to the dispatch function; monitor and control expenditures; prepare cost estimates for budget recommendations; submit justifications for dispatch/communication services; prepare analytical and statistical reports on operations and activities; review, investigate, and document internal and external complaints; attend and participate in professional group meetings; perform related duties as assigned.

### QUALIFICATIONS

#### EXPERIENCE

One year of experience in a lead or supervisory position in any field. Three years of experience working as a dispatcher, lead dispatcher or dispatch supervisor in a POST certified agency.

#### EDUCATION

Bachelor's degree from an accredited institution; **OR** an Associate's Degree from an accredited institution **AND** two additional years of qualifying experience.

One year of experience is equal to 12 months of experience at 40 hours per week. Applicable part-time experience will be converted to the full-time equivalent for purposes of meeting the experience requirement.

#### SPECIAL REQUIREMENTS

Successfully complete the POST certified Public Safety Dispatchers Basic course as set forth in POST Administration Manual (PAM) section D-1-5 before or within 12 months after the date of hire or possess the Public Safety Dispatcher certificate. Successfully complete the continuing Professional Training requirements set forth in POST regulations 1005(d).

Any offer of employment is contingent upon the successful completion of a medical and complete background investigation.

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**KNOWLEDGE OF**

Principles and practices of effective leadership, supervision, and training; applicable federal, state, and local laws and regulations, such as Education Code, Labor Code, and the Federal Communications Commission; applicable District policies, regulations, collective bargaining agreements, standard operating procedures and objectives of assigned programs; current industry practices; requirements of various funding sources; recordkeeping techniques in a complex business environment; district property including all campuses and outreach centers; modern police dispatch and communications operations such as CAD, radio equipment, and enhanced 911 equipment; automated law enforcement information systems and procedures; standard law enforcement record keeping methods and techniques; current law enforcement and police patrol practices, procedures and related terminology; modern office practices, procedures and equipment.

**ABILITY TO**

Perform the essential functions of the position; supervise and prioritize the work of assigned areas of responsibility; select, train and evaluate employees; accurately apply and explain laws, regulations and policies; assist in the development and design of systems; maintain effective internal controls and processes; operate a CAD system and other associated technologies and systems quickly, effectively and accurately; perform multiple cognitive and manual tasks simultaneously; listen effectively and use skilled techniques of questioning for both emergency and non-emergency calls; analyze situations accurately, develop courses of action to resolve, and implement solution; meet schedules and timelines; prepare clear, complete and concise reports; maintain accurate and organized records; communicate information and give instructions clearly, concisely and logically to others; prepare and deliver presentations; utilize technology to effectively perform responsibilities; establish and maintain cooperative and effective working relationships with others; use interpersonal skills such as tact, patience and courtesy; work cooperatively with the public, students and employees; exercise initiative and sound judgment; work well in a group setting as well as independently with little direction or guidance; exercise discretion and confidentiality.

Collaborate and foster inclusion in a diverse organization.

Have sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, gender identity, sexual orientation, and ethnic backgrounds of individuals.