

**San Jose · Evergreen Community College District  
Classified Supervisor Job Description**

**Position:** Police Dispatch and Records Supervisor

**Department:** Police

**College:** District Office

**Date:** May 12, 2021

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**POSITION PURPOSE**

Reporting to the Chief of Police, the Police Dispatch and Records Supervisor plans, supervises, assigns, reviews, and participates in the work of Police Dispatchers and Records Coordinator, which include emergency and non-emergency phone and radio calls for police assistance, and direction to the operations of the Police Department's records and property/evidence management. This position oversees and participates in all work activities; coordinates activities with other agencies; and performs a variety of administrative and technical tasks relative to assigned areas of responsibility.

**NATURE and SCOPE**

The Police Dispatch and Records Supervisor is responsible for the efficient and effective operations for a designated shift and for leadership of the Dispatcher group and the Records Coordinator work. The position ensures that work shifts are adequately staffed with dispatchers and voids are filled accordingly; and ensures the Department is in compliance with various statues and regulations as it pertains to radio communications and computer-aided dispatching. Incumbent in this position administers various law enforcement information systems, processes and keeps records for fingerprints, uniformed personnel, and property/evidence management, and supports crime prevention measures.

**KEY DUTIES and RESPONSIBILITIES**

1. Plan, prioritize, assign, supervise, and review the work of Police Dispatchers and Record Coordinator in the scope of their duties.
2. Ensure the regular functioning of the Police Services records and property/evidence sections; ensure that internal regulations as well as the State and Federal laws and policies are followed.
3. Coordinate and oversee Automated Records Management System (ARMS) Case Management computer system for police records; track and analyze all reports for Police Services from Computer Aided Dispatch (CAD) database; train and direct Police Services personnel in the use of the systems and online report writing.
4. Maintain the integrity of Evidence Chain of Custody by overseeing the Records Coordinator responsibilities. Ensure that evidence is purged in compliance with applicable laws and policies. Train and direct Police Officers and non-sworn personnel with in-coming evidence procedures in coordination with CAD systems.
5. Oversee Department compliance for the preparation and submission of mandated criminal statistical data to the State Department of Justice (DOJ); ensure reports to DA's Office, citations to traffic Court, and documentation to other law enforcement agencies are submitted in a timely manner.
6. Act as designated Administrator for ensuring security and integrity in the use of confidential law enforcement communications systems such as CLETS, CJIC, Livescan and CAD; conduct audits of systems use by department personnel as prescribed by law.
7. Oversee the maintenance of confidential files and records of a police nature at the direction of the Chief of Police to include reports, logs, memoranda and forms.

8. Generate monthly crime statistic reports to assist the department in taking appropriate crime prevention measures.
9. Oversee the Livescan / fingerprint process for District employees for employment purposes.
10. Oversee the collection and processing of fingerprint fees from the public, and balance daily funds received as needed.
11. Supervise and evaluate the performance of assigned staff; interview and participate in selecting employees; train, counsel, and discipline personnel according to established policies and procedures.
12. Recommend and assist with implementation of goals and objectives for the department, implements duty schedules and methods for providing effective services, and implement District and department policies and procedures.
13. Oversee a variety of record keeping extending beyond police activity to communications and dispatching operations.
14. Participate in City, County and State meetings related to the use, developments and security of the above- mentioned law enforcement systems pertaining to the Department's use and compliance.
15. Performs other related duties as assigned.

## **EMPLOYMENT STANDARDS**

### **Knowledge of:**

1. Comprehensive understanding of Computer Aided Dispatching and Records Management Systems (CAD/RMS).
2. Thorough knowledge of Clery reporting requirements.
3. Extensive knowledge of terminology used in emergency radio and telephone communications.
4. Thorough knowledge of functions of law enforcement, fire, paramedical care and other emergency services.
5. Department of Justice Uniform Crime Reports and Livescan fingerprint legal compliance.
6. Legal mandates, policies, regulations and operating procedures related to community college safety, security and police services.
7. Practices, procedures, techniques and strategies for determining operational effectiveness.
8. Police Services operational safety standards and law enforcement standards of conduct and ethics.
9. Principles and practices of disaster and emergency response.
10. Regulations and laws regarding records release and retention, evidence retention, destruction and release, property and evidence management, subpoena control, and others related to assigned activities.

### **Skills and Abilities:**

1. Understanding of, sensitivity to, and respect for the diverse academic, socio-economic, ethnic, cultural, disability, religious background and sexual orientation of community college students, faculty and staff.
2. Perform all of the duties of the position effectively and efficiently with minimal supervision.
3. Utilize all of the tools and equipment of the position in a safe and responsible manner.
4. Analyze situations quickly and objectively, determine and take effective action.
5. Maintain two-way radio communication with local police authorities, District central dispatch, and administrators.
6. Operate a computer, assigned office equipment and various applications.
7. Design training programs and train others on new skills and procedures as they pertain to police dispatching.
8. Communicate effectively with students, in a multi-ethnic setting and to interact both formally and informally with District staff, outside agency personnel and the general public.
9. Supervise the work of others, review performance, and convey a positive image of the organization.

**Education and Experience:**

1. Associate's degree or equivalent from an accredited college, preferably in a law enforcement related field.
2. At least three years of experience in police records management and dispatch or related experience.
3. Demonstrated sensitivity, knowledge, and understanding of the diverse academic, socioeconomic, gender identity, sexual orientation, cultural, disability, and ethnic backgrounds of the students we serve and sensitivity to and knowledge and understanding of groups historically underrepresented, and groups who may have experienced discrimination.

**Licenses and Requirements:**

1. Possession of a valid California driver's license.
2. Successful completion of specific POST, CLETS, Livescan and CJIC certificates.
3. Completion of a POST Records Clerk Course within 1 year from the date of employment; and completion of a POST Records Supervisor Course within 2 years from the date of employment.
4. Must pass a POST background investigation, prior to start of employment.

**Working Conditions:**

1. Typical indoor office environment.
2. Physical Activities: Climbing, balancing, stooping, kneeling, crouching, crawling, reaching, standing, walking, pushing, pulling, lifting, finger dexterity, grasping, feeling, talking, hearing, smell, repetitive motions. The employee must occasionally lift and/or move objects up to 50 pounds.

Date Approved: 05/11/2021  
Salary Range: S120  
EEO-Category: 2B6 – Service/Maintenance