

**San Jose/Evergreen Community College District
Supervisory Job Description**

Position: Supervisor, Police Dispatch and Records

Department: Police

POSITION PURPOSE

Under general direction, the Supervisor, Police Dispatch and Records plans, organizes, schedules, supervises, assigns, reviews, and participates in the work of Police Dispatchers and Records Coordinator; provides direction and oversight to the operations of the Police Department's records and property/evidence management functions; assists in developing policy for procurement, usage, monitoring, and control of campus security technology, including building and facilities cameras, building lockdown functionality/keycards, and upgraded radios, phones and body cameras; oversees the operations of the campus Rave Guardian App and has the authority to approve districtwide and campus-specific emergency notifications; coordinates department activities with other agencies; performs a variety of administrative and technical tasks related to assigned areas of responsibility; and performs other duties as assigned.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The duties listed below exemplify the work of the classification and assigned duties may include work which is similar, related or a logical assignment to this class.

1. Plans, organizes, schedules and supervised the daily operations of the Police Department's dispatch center and the records/property/evidence management function; ensures the accurate recording of incoming calls and execution of appropriate dispatch action.
2. Assists in developing policy for procuring, using, monitoring, and controlling campus security technology, including building and facilities cameras, building lockdown functionality/keycards, and upgraded radios, phones and body cameras.
3. Oversees the operations of the campus Rave Guardian App and has the authority to approve districtwide and campus-specific emergency notifications.
4. Coordinates and oversees Automated Records Management System (ARMS) Case Management computer system for police records; tracks and analyzes all reports for Police Services from Computer-Aided Dispatch (CAD) database; trains and directs Police Services personnel in the use of the systems and online report writing.
5. Maintains the integrity of Evidence Chain of Custody by overseeing the Records Coordinator responsibilities; ensures evidence is purged in compliance with applicable laws and policies; trains and directs Police Officers and non-sworn personnel in evidence reception procedures in coordination with CAD systems.
6. Oversees department compliance for the preparation and submission of mandated criminal statistical data to the State Department of Justice; ensures reports to District Attorney's Office, citations to traffic court, and documentation to other law enforcement agencies are submitted in a timely manner.
7. Acts as designated Administrator for ensuring security and integrity in the use of confidential law enforcement communications systems such as CLETS (California Law Enforcement Telecommunications System), CJIC (Criminal Justice Information Control), Livescan and CAD; conducts audits of systems use by department personnel as prescribed by law.
8. Oversees 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.

9. Provides input in the development and monitoring of the department budget. Reviews and approves requests for the purchase goods and services according to policies and procedures.
10. Manages and evaluates the work assignments and the performance of the Police Dispatch and Records Coordinator and assigned Dispatch staff; interviews and participates in selecting employees; trains, counsels, and disciplines personnel according to established policies and procedures, especially in accurately
11. Oversees the Livescan/fingerprint process for District employees for employment purposes and the collection and processing of fingerprint fees from the public; balances daily funds received, as needed.
12. Participates in city, county and state meetings related to the department's use of and compliance with the above-mentioned law enforcement systems.
13. Performs other related duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:

1. Comprehensive understanding of Computer-Aided Dispatching and Records Management Systems (CAD/RMS).
2. Thorough knowledge of Clery Act reporting requirements.
3. Thorough knowledge of various components of campus security technology, such as building and facilities cameras, building lockdown functionality/keycards, and upgraded radios, phones and body cameras.
4. Thorough knowledge of the Rave Guardian app.
5. Extensive knowledge of terminology used in emergency radio and telephone communications.
6. Thorough knowledge of functions of law enforcement, fire, paramedical care and other emergency services.
7. Department of Justice Uniform Crime Reports and Livescan fingerprint legal compliance.
8. Legal mandates, policies, regulations and operating procedures related to community college safety, security and police services.
9. Federal, state and other applicable laws and regulations and District policies and procedures governing XX including applicable sections of the California Education Code, Title 5, Family Educational Rights and Privacy Act (FERPA).
10. Theories and techniques of negotiation, mediation and conflict resolution.
11. Budget preparation and tracking procedures.
12. Principles and practices of effective management and supervision.
13. Practices and techniques of sound business communication; correct English usage, including spelling, grammar and punctuation.
14. Board Policies, Administrative Regulations, Accrediting Commission for Community & Junior Colleges Standards, Human Resources procedures and collective bargaining agreements.

Skills and Abilities to:

1. Plan, organize and approve work carried out by assigned Police Dispatch staff and Records Coordinator.
2. Approve Districtwide and campus-specific emergency notifications.
3. Prepare and maintain comprehensive Dispatch and Records reports and reviews.

4. Interpret, apply and explain applicable rules, regulations, laws, codes, ordinances, policies and procedures.
5. Present solutions to management with confidence and effectiveness.
6. Determine work priorities and analyze situations using sound judgment in the application of policies, rules, regulations and standard operating procedures.
7. Build and foster knowledgeable, cohesive and effective work teams.
8. Establish and maintain cooperative and effective working relationships with others.
9. Utilize all Police Department systems; operate a computer, assigned department equipment and standard business applications.

Education and Experience:

1. A bachelor's degree from an accredited institution in criminal justice, public administration, criminology, business, management, communications, psychology, or a related field.
2. Three years of police records management and dispatch or related experience, including at least one year of supervisory experience.
3. California P.O.S.T. Dispatch and Supervisory certificates.
4. Demonstrated sensitivity, knowledge, and understanding of the diverse academic, socio-economic, 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.

Desirable Qualifications:

A valid California driver's license and the ability to maintain insurability under the District's vehicle insurance program or the ability to travel to other District campuses and locations.

WORKING ENVIRONMENT

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

Employees occasionally work near moving mechanical parts; in high precarious places; and with explosives and are occasionally exposed to wet and/or humid conditions, fumes, or airborne particles, toxic or caustic chemicals, extreme cold, extreme heat and vibration. The noise level in the work environment is usually moderate. May be exposed to life-threatening situations with the potential use of deadly force against another.

Physical Demands:

While performing the duties of this class, employees are primarily in a stationary position and are required to move about the office to access office machinery, files, etc.; perform constant operation of a computer and other communication and office equipment; observe details at close range; and move or lift up to 10 pounds.

Mental Demands

While performing the duties of this class, employees are regularly required to accurately communicate information and other ideas so that others will understand using written and oral communication skills; read and interpret data, information and documents; analyze and solve problems; observe and interpret situations; learn and apply new information or skills; perform highly detailed work; work on multiple, concurrent tasks; work with frequent interruptions; work independently and under intensive deadlines; and interact with District managers, staff, the public and others encountered in the course of work.

Board Approved: December 9, 2025

Salary Range: S-120

EEO Category: 2B1- Executive/Administrative/Managerial