

## CLASS SPECIFICATION



**CLASS:** Communication Manager  
**ALLOCATION:** Sheriff's Department  
**FLSA STATUS:** Exempt  
**UNION AFFILIATION:** Unrepresented - Management

**ESTABLISHED:** October 2018  
**REVISED:** July 2022

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### **JOB SUMMARY:**

Under general direction, manage, supervise, plan and organize the day-to-day operations of the Sheriff's 911 Communication Center and the Sheriff's Records Unit; oversee the training of dispatch and records staff; provides technical expertise;; ensure work quality and adherence to established policies and procedures; manage multiple databases; serve as liaison to other county departments, law enforcement agencies, state and federal agencies; and perform related work as assigned.

This is a single-position, managerial level in the Sheriff's Communication and Records Unit.

### **CLASS CHARACTERISTICS:**

This position is the management level in the communications series and the incumbent reports directly to Undersheriff. This class is distinguished from the Sheriff's Captain in that the latter is responsible for multiple functional areas and has overall management oversight of Operations or Jail activities.

### **EXAMPLES OF DUTIES:**

#### **Essential:**

#### **Dispatch Management**

- Manage and direct the work within the Sheriff's 911 Communication Center, which is a 24/7 operation involving multi-agency dispatching, and the Sheriff's Records Unit.
- Coordinate the installation, upgrading, maintenance, operation and staff training for all computer-aided dispatch (CAD) hardware and software, Records Management Systems (RMS) software and hardware; coordinate upgrades and maintenance issues involving the CAD, RMS and radio systems; assist with the management of technology systems related to CAD, RMS and communication systems.
- Train staff as to proper procedures for handling 911 emergency calls and non-emergency calls for service; explain proper methods for dispatching and referring law enforcement, fire and medical aid calls .
- Ensure quality assurance monitoring of dispatch calls and data entered into records (i.e. call activity, review of unusual incident or complaints, CAD equipment, in adherence with policies and procedures).
- Operate a variety of computer equipment, telephones, telephone recording and radio equipment.
- Perform complex, technical, difficult and/or specialized communication dispatching and/or law enforcement office support work.

#### **Records Management**

- Oversee the legal processing and dissemination of public records (i.e. incident reports, booking, 911 call data and recordings and criminal history records); retrieve and disseminate records information to department staff, outside law enforcement agencies and the public in accordance with applicable laws and regulations.
- Establish schedules and methods for providing records management services; identify resource needs; review needs with management; and allocate resources accordingly.
- Serve as system administrator for a variety of records management and intelligence databases and systems; coordinate, manage, and oversee the data entry and indexing of reports and information into various databases and systems; ensure accuracy and integrity of data entered; design and develop a variety of system reports.
- Train staff in records management practices and procedures, including appropriate controls and adherence with public information statutes.
- Act in the capacity of Custodian of Records; review, interpret, and follow department procedures in handling non-routine subpoenas and requests for disclosure of public information; coordinate annual departmental records destruction process.
- Ensure the law enforcement office support staff follow appropriate directions regarding the release of reports and records; balance and account for funds received for the provision of records.
- Perform the more technical and complex tasks related to law enforcement records management.

## **Administration**

- Supervise, assign, plan, review and evaluate the work of public safety dispatchers and administrative staff responsible for the preparation, processing, maintenance and retrieval of law enforcement records; implement department policies, procedures and service standards in support of County and Sheriff Department initiatives; evaluate individual job performance; provide direction and coaching, through regular feedback sessions, create individual development plans with employees; discuss job performance problems to identify causes and issues, and to work on resolving problems; recommend discipline and implement discipline procedures as needed/directed.
- Establish plans, work processes, policies, systems and procedures to achieve the Sheriff's Department annual goals, objectives and work standards.
- Provide training to department staff regarding the use of California Law Enforcement Telecommunications System (CLETS) and other computer functions; act as department coordinator with the State and other law enforcement agencies for the CLETS communications system.
- Ensure compliance with State and Federal reporting mandates; coordinate audits and inquiries from the Department of Justice and other law enforcement agencies;
- Research operational and statistical data from varied sources; research and compile state required crime statistics; prepare reports and conduct special studies to accumulate data of activities subject to audit and analysis.
- Coordinate bureau activities with other divisions, departments and agencies.
- Develop and manage multiple databases and/or spreadsheet files; develop special report formats; manage Geo File updates related to the 911 system.
- Monitor legal and procedural developments related to law enforcement records and 911 dispatching services; evaluate changes and their effect on program activities; and recommend policy and procedure modifications as necessary.
- Participate in the selection of staff.
- Participate in the preparation and administration of the communication center and records management program budgets; submit budget recommendations; monitor expenditures; resolve budgetary problems.
- Answer inquiries, provide information and resolve complaints from the public or employees regarding the function and activities of the dispatch and records unit that requires the use of judgment and the interpretation and application of policies, rules and procedures.
- Ensure that office administrative details, such as supply inventory, equipment purchase and maintenance, board, commission and committee support and relief coverage are attended to; operates standard office equipment.
- Confers with and represents the Sheriff's Department in meetings with County departments, outside law enforcement agencies, community and the general public.
- Maintain or direct the maintenance of records and files; ensure the security of confidential records.

### **Important:**

- Act as department representative in emergency or disaster response activities.
- Comply with all County equipment and safety policies and procedures, and California Occupational Safety and Health Administration (CalOSHA) rules and regulations.
- May work off-hours shift on a relief basis or to train staff in work procedures.

### **EMPLOYMENT STANDARDS:**

#### **Knowledge of:**

- Principles and practices of employee supervision, including selection, work planning organization, performance review and evaluation, and employee training and discipline.
- Public Safety dispatching policies and procedures, including scheduling to provide coverage on a 24-hour, 7-day basis.
- Automated public safety communication systems, including computer-aided dispatch; radio communications.
- Policies and procedures related to the Sheriff's department.
- Federal, State and County laws, codes, and regulations related to dispatching services and the law enforcement records management, including the Public Records Act.
- Federal Communications Commission Rules regulations pertaining to public safety communications.
- The substance and intent of federal regulations pertaining to collection, storage, and dissemination

- of criminal history record information.
- Law enforcement office management practices and procedures, including records management and the operation of standard office equipment.
- Budgeting and statistical reporting.
- Office administrative practices and procedures.
- Correct business English, including spelling, grammar and punctuation.
- Techniques for dealing with the public, in person and over the telephone, occasionally where relations may be confrontational or strained.
- Basic budgetary practices and terminology.

**Skill in:**

- Planning, organizing, supervising, reviewing and evaluating the work of dispatch and law enforcement records support staff.
- Selecting and/or developing training/instructional methods.
- Training staff in policies and procedures related to the work.
- Interpreting and explaining rules, policies and procedures.
- Analyzing and resolving varied communications and law enforcement office administrative problems.
- Performing competent dispatching on any shift, including remaining calm and making sound decisions in emergency situations.
- Establishing, maintaining and researching office files.
- Compiling and summarizing information and preparing periodic or special reports.
- Preparing clear and concise reports, correspondence and other written materials.
- Using initiative and independent judgment within established procedural guidelines.
- Organizing own work, setting priorities and meeting critical deadlines.
- Establishing and maintaining effective working relationships with those contacted in the course of the work.
- Typing varied data into a computer database system with speed and accuracy.

**Ability to:**

- Collaborate on topics that are sensitive in nature, involving many stakeholders with competing interests.
- Listen carefully to what other people are saying, take time to understand the points being made, and ask questions as appropriate for clarification.
- Effectively organize and direct records and communications division.
- Organize own work, manage multiple projects/programs and meet critical deadlines.
- Operate and troubleshoot communications and records management systems
- Interpret and apply County, Department, State, and Federal policies, procedures, rules, and regulations.
- Exercise good judgment and make sound decisions in a variety of conditions, including emergency or crisis situations.
- Read, understand, interpret, follow, apply and communicate departmental policies, procedures, rules and regulations;
- Enforce departmental rules, policies and procedures.

**Physical Demands:** The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential function of the job, with or without accommodation. Prospective employees must complete a pre-employment medical exam (Occupational Group IV) which will measure the ability to:

- See well enough to read fine print and view a computer screen; speak and hear well enough to understand, respond, and communicate clearly in person and on the telephone; independent body mobility sufficient to stand, sit, walk, stoop and bend to access the work environment and a standard office environment; manual dexterity and sufficient use of hands, arms and shoulders to repetitively operate a keyboard and to write; and the ability to sit or walk for prolonged periods of time.
- Mobility to drive a motor vehicle to attend meetings.

Accommodation may be made for some of these physical demands for otherwise qualified individuals who require and request such accommodation.

**Work Environment:**

- Work is performed in a fast paced, high volume call center environment which involves emergencies and potential stressful situations.
- Respond to emergency situations or for training purposes during weekends, holidays and other off-hour shifts.

**QUALIFICATIONS:**

The minimum and preferred requirements are listed below. While the following requirements outline the minimum qualifications, Human Resources reserves the right to select applicants for further consideration who demonstrate the best qualifications match for the job. Meeting the minimum qualifications does not guarantee further participation in selection procedures.

**Licenses and Certification:**

- The ability to obtain a valid California Class C driver's license within ten (10) days of employment; maintain throughout employment.
- Ability to possess a valid P.O.S.T. 120 hour Basic Complaint/ Dispatcher course certificate.

**Special Requirements:**

- Must successfully complete an extensive and thorough background investigation which will include psychological evaluation and Live Scan fingerprinting prior to hire.
- DMV printout prior to hire.
- Must file statements of economic interest with the Yuba County Clerk/Recorder.
- Will be required to perform disaster service activities pursuant to Government Code 3100-3109.

**Education and Experience:**

**MINIMUM:** Equivalent to completion of an Associate’s Degree from an accredited college or university with major coursework in criminal justice or a related field, and five years of communications experience in a law enforcement, fire, communications dispatch or related field, including two years of supervisory experience. *Candidates with strong experience who lack the degree are encouraged to apply.*

**PREFERRED:** In addition to the above minimum requirements, completion of management or supervisory coursework, progressively responsible experience in law enforcement records management, and additional years of supervisory or lead experience in a California safety communications agency.

**This class specification lists the major duties and requirements of the job. Incumbent may be expected to perform job-related duties other than those contained in this document.**

Dept Approval: Sheriff's Department  
Date:

EEOC: B  
WC: 9410

Human Resources Approval: HR Analyst  
Date:

Signature: \_\_\_\_\_

Signature: \_\_\_\_\_