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## COMMUNICATIONS MANAGER

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### **DEFINITION**

Under general direction, plans, coordinates and supervises Police Department 911 communications center, crime analysis unit, technology services, computer forensics and building maintenance; provides complex and responsible staff assistance to commanding officers.

### **SUPERVISION EXERCISED**

Exercises direct supervision over subordinate staff.

### **EXAMPLES OF DUTIES**

*Duties may include but are not limited to:*

Answer inquiries from the public, both in person and over the phone, direct customers to appropriate staff member.

Plan, develop, coordinate, participate in and oversee the staff and operations of communications, crime analysis and computer systems functions.

Participate in the development and implementation of the budget, goals, objectives, policies and priorities for supervised units.

Select, train, evaluate, motivate and discipline subordinate staff.

Identify and resolve issues and problems, assign work plans and projects, monitor work flow and review and evaluate work products, methods and procedures.

Ensure compliance with Federal, State and local laws, polices procedures and regulations.

Evaluate and recommend changes in communications, crime analysis, computer, phone and radio systems; recommend purchase of new equipment.

Develop and administer staff schedules.

Administer communications, phone, radio and computer system maintenance service contracts.

Trouble shoot hardware, software and peripheral equipment problems; maintains, repairs and/or installs hardware, software and related equipment.

Search data bases in the preparation of crime analysis reports, bulletins and statistical data; evaluate crime data using statistical methods to organize and report data; identify crime patterns and trends.

Conduct forensic investigations.

Manages Police Department facility maintenance.

Prepare reports, proposals and other documents.

Perform related duties as assigned.

### **KNOWLEDGE, ABILITIES AND SKILLS**

Knowledge of:

Standard law enforcement office and dispatch, crime analysis, radio and technology procedures, methods and equipment.

Systems and programming, including data base systems and languages used in the Police Department's computer systems and UNIX

911 system and radio system operation and repair.

Communications, crime analysis and technology principles, practices and procedures.

Budget preparation and control and record keeping and reporting.

Principles of training, supervision, evaluation, motivation and discipline.

Federal, State and local laws, policies, procedures and regulations, including FCC and Records Retention policies and regulations.

Evidentiary procedure as relates to computer forensics and records retention requirements.

CAD/RMS systems, EnCase, Cellebrite and FTK.

Ability to:

Operate office equipment including computers, copying machines and equipment such as law enforcement teletype and radios.



Accurately type and enter and tabulate data.

Train, supervise, evaluate, motivate and discipline subordinate personnel.

Analyze issues and problems and identify and implement solutions. Respond to questions from the public and staff.

Prepare and maintain accurate and complete records and reports.

Plan and organize work to meet schedules and timelines.

Communicate clearly both orally and in writing.

### **QUALIFICATIONS**

*Any combination of education and experience that would provide the required knowledge, abilities and skills is qualifying. A typical way to obtain the qualifications would be:*

BA/BS in criminal justice, computer science, public administration or related field and four (4) years increasingly responsible law enforcement experience including two (2) years in a supervisory capacity.

### **LICENSE OR CERTIFICATE**

Possession of a valid Class C California Driver's License and a good driving record. Peace Officers Standards and Training (POST) Certification as a Dispatch Supervisor and Spillman System Administration Certificate.

### **ESSENTIAL JOB FUNCTIONS/A.D.A.**

Ability to operate computer, calculator, telephone, portable radio, copying machine and cash register

Ability to understand and respond to the public's and staff's requests for assistance both on the phone and in person

Ability to prepare reports, perform mathematical calculations, count money and sort/file documents

Ability to sit for two hours at a time

Ability to lift up to 15 pounds

Ability to climb a footstool or ladder for the purposes of retrieving records

Ability to get from one location to another in the course of doing business

