

Classification Specification: Dispatch and Records Supv

Classification Number: 52446
Effective Date: 09/27/2013

Pay Grade: 27
Current Exemption Status: Nonexempt

Position Summary

Maintains police records and retention of records according to University policies and in compliance with state and federal laws. Oversees the daily operations of dispatch, including the supervision of dispatchers. Maintains compliance with the Northwest Ohio Regional Information System (NORIS) and the Law Enforcement Automated Data System (LEADS).

Essential/Primary Duties

- Completes daily records requests and dispositions on officers' reports. Enters records into the NORIS and LEADS systems. Updates and maintains the department records retention schedule and attends training updates for police records. Compiles statistics. Compiles and distributes reports specific to the department. Performs court ordered expungements and sealing of records as directed. Assists with the gathering of information for the annual Cleary Report. Oversees the disposal of records.
- Supervises dispatchers. Oversees training, prepares monthly schedules. Completes performance appraisals. May assist with dispatching as needed. Administers quarterly testing of dispatchers on emergency procedures. Maintains policies and procedures and informs dispatchers of new procedures.
- Serves as NORIS/LEADS TAC (Terminal Agency Coordinator). Trains dispatchers and officers on the LEADS & NORIS Systems and performs monthly validations. Prepares the biannual audits, completes biannual testing, and reaffirms the proficiency of dispatchers and officers. Maintains and administers the LEADS security policies and all documentation from NORIS/LEADS.
- Orders supplies and equipment. Handles lost and found items, checks log sheets and handles the 911 computer and voice logger. Updates forms and reports radio, camera or alarm problems for service.

Experience and Education

Experience

- Two years related experience required; previous supervisory experience and/or training required

Education

- High school diploma or GED required

Physical Requirements

Office or other indoor work: with minimal physical demands such as occasionally lifting/moving materials less than 25 pounds.

Working Conditions

Work is generally performed in a well lit, temperature-controlled indoor environment with occasional exposure to the outdoors and/or any number of elements.

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Essential Competencies

- Knowledge of basic mathematical skills
- Knowledge of basic reading skills
- Ability to carry out verbal and/or written instructions
- Ability to effectively communicate, verbally and written
- Detailed-oriented and highly accurate
- Ability to work in changing environment
- Ability to work effectively in a team environment
- Ability to interact effectively with students, faculty and/or staff or the public and represent BGSU appropriately
- Ability to coordinate or lead others in accomplishing work activities
- Knowledge of computer skills, such as MS Office, presentations, spreadsheets and/or database entry/query
- Ability to query, run reports and modify data in financial systems
- Ability to access and maintain document imaging systems, including scanning and filing documents
- Ability to accurately receive and disburse cash whether currency, credit cards, checks or other payment forms
- Ability to operate computers and peripheral equipment such as printers
- Ability to draft office correspondence
- Ability to perform basic computer programming

Supervisory Responsibility

Full-Time

Police Dispatchers

Part-Time

None

Providing Direction

Full-Time

Police Officers

Part-Time

None

Responsibility for Student Workers

Provides work direction and may schedule and/or provide formal feedback.