

TOWN OF RANGELY DISPATCH SUPERVISOR/ RECORDS MANAGER

Under general supervision, supervises staff and activities of the 911 public safety communications shift of the Rangely Police Department; complies with Rangely PD and Town policies and procedures. Ensures timely delivery of Public Safety Service by effectively coordinating all appropriate Public Safety responders. Keeps and produces Rangely Police Department records upon request of the public or District Attorney.

The salary range for the position is 40,000-48,000 and would be evaluated and commensurate with the candidate's qualifications. Benefits include Health, Dental, Life Insurance, Short Term Disability, Credit Union Membership, WRB Park & Recreation Admission, and Retirement with matched contribution by Town of Rangely. Vacation, Sick, and Personal Days start accruing immediately.

Primary Duties and Responsibilities: *The following duties **ARE NOT** intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.*

- Directs the activities and functions of an assigned shift of Emergency Dispatchers: coordinates, prioritizes and assigns tasks and projects; tracks and reviews work progress and process; evaluates work performance and implements disciplinary actions. Authors formal performance evaluations following Police Department and Town policy
- Trains employees on equipment, procedures and systems; oversees communications systems and applications to identify operational problems and issues; reports malfunctions and follows up to ensure corrections are made.
- Monitors incoming telephone calls and radio traffic in dispatch center; assures that emergency calls, other calls for service, citizen requests, and requests of internal customers are handled in accordance with Police Department and Town policies and procedures.
- Obtains telephone and radio traffic recordings from call logging equipment when necessary.
- Investigates citizen and internal complaints and/or concerns regarding dispatch operations. May report findings to the complainant or to Chief of Police depending on the nature of the issue.
- Performs duties of Dispatcher or 911 Operator as needed.
- Reviews, maintains and updates records and files concerning personnel or operational issues that may be assigned.
- May be required to perform other duties, including administrative tasks.
- Maintain accurate logs of files/ videos/ photographs sent the District Attorney's Office.
- Serve as the Custodian of Records (non-personnel records) for the Rangely Police Department; perform all the duties, responsibilities, and requirements of

that role. Following applicable legal guidelines prepare and distribute copies of police and other reports to individuals and agencies requesting such reports; explain requirements and limitations. Ensure compliance with records release laws by unit personnel. Ensure department compliance with court orders to seal or expunge records. Ensure that background checks for employees and applicants are processed in compliance with legal guidelines, rules and regulations. Prepare a variety of periodic and statistical and narrative reports for internal use and submission to various law enforcement and regulatory agencies. Provide records and testimony to courts in matters pertaining to records functions. Coordinate the support, maintenance, repair and replacement of equipment specific to the records function. Assist in establishing and implementing department goals and objectives. Recommend, create and maintain written policies and procedures associated with records functions. Implement and ensure compliance with applicable department policies and procedures. Direct the destruction of police records in compliance with approved retention schedules and local, state and federal guidelines and mandates. Perform duties and responsibilities as an alternate Colorado Crime Information and National Crime Information Computer systems (CCIC/NCIC) Coordinator. Assist Records personnel, as needed, in the processing of police reports, handling requests for service at the counter or by phone. Interact with department and other city personnel to coordinate workflow processes, staffing needs, and information gathering and dissemination. On a regular basis review and update department retention and fee schedules. Assist with the development of CCIC/NCIC training materials and user training. Oversee submission of the Uniform Crime Report to the Colorado Bureau of Investigation in the National Incident Based (NIBRS) format. Implement quality control and audit procedures to ensure the accuracy of public safety records and information. Develop, implement and maintain efficient record keeping policies and procedures.

Minimum Qualifications & Position Requirements:

MINIMUM QUALIFICATIONS:

Education and Experience:

High School diploma or GED equivalent, and three (3) years public safety dispatch experience; one (1) year lead or supervisor experience. Dispatch supervisor, lead dispatcher, or communication trainer experience preferred. OR an equivalent combination of education and experience.

NECESSARY SKILLS, KNOWLEDGE AND ABILITIES:

Knowledge of:

- Systems utilized in law enforcement communications; includes radio, CAD, RMS.
- State and Federal laws, and of Department policies and procedures as they relate to dispatching law enforcement officers and other emergency services.

- Law enforcement patrol procedures.
- Local geographical area, road systems, and the locations of landmarks.
- Police and Fire and Emergency Medical Services standard dispatch policies and procedures.
- Supervisory principles, practices and methods.
- Basic principles of record keeping and records management.

Skill in:

- Handling multiple tasks simultaneously, under pressure, and in emergency and stressful situations.
- Obtaining information from hostile or emotional citizens.
- Determining priorities and handling high-pressure situations.
- Communicating clearly and concisely and relaying details accurately.
- Working under pressure of deadlines, and establishing and maintaining cooperative working relationships with employees, officials, other agencies and the general public.
- Public relations and customer service.
- Following and effectively communicating verbal and written instructions.
- Writing effective performance evaluations.
- Counseling, coaching, motivating public safety dispatchers.

Additional Information:

Depending on the needs of the Town, incumbents may be required to obtain and maintain additional licenses or technical certifications. Working nights, weekends, and holidays is required. Must be able to type a minimum of 35 words per minute. Successful applicants for the position will be administered a psychological test, pre-employment drug screen, physical/function capacity test, polygraph, and full background check. Applicant must be able to work rotating shifts including nights, weekends, and holidays.

Applications may be obtained from the personnel department (970)675-8476 or police administration (970)675-8467. Applications are also available on our website at www.townofrangely.colorado.gov. Email resume and completed application to thamblin@rangelyco.gov

Rangely is a small town located among the stunning mesas of the high desert in Northwest Colorado, which is part of the Great West Region. Our town is filled with caring citizens, clean air and amazing adventures...right out your backdoor. We feel fortunate to have 300 days of sunshine a year, dark skies, hundreds of miles of OHV Trails and one of the only designated natural rock-crawling parks in Colorado. We are located on the Dinosaur Diamond Scenic Byway.

Please visit our website and see everything that Rangely has to offer. We look forward to hearing from you! Position is Open until filled. The Town of Rangely is an Equal Opportunity Employer.