

**SUBMITTAL TO THE BOARD OF SUPERVISORS
COUNTY OF RIVERSIDE, STATE OF CALIFORNIA**

816



FROM: Human Resources Department

SUBMITTAL DATE:
December 9, 2009

SUBJECT: Classification and Compensation recommendation for the Sheriff's Department; and amend Ordinance 440 pursuant to Resolution No. 440-8826 submitted herewith.

RECOMMENDED MOTION: That the Board approve the recommendation contained in the attached Resolution 440-8826.

BACKGROUND: In the recently negotiated Service Employees International Union (SEIU) MOU the County in collaboration with the Sheriff's Department agreed to compensate the Senior Sheriff 911 Communications Officers, Sheriff Communications Supervisors, and Sheriff Records/Warrants Supervisors if they advanced their knowledge and training by earning additional certificates issued to them by the Commission on Peace Officer Standards and Training (P.O.S.T.). Those incumbents who already possess their Intermediate, Advanced, or Records Supervisor P.O.S.T. Certificates as of the effective date of the contract will have their pay revised retroactively back to Pay Period 17, July 30, 2009.

Departmental Concurrence

Ronald W. Komers
Asst. County Executive Officer/Human Resources Dir.

| | | | | |
|-----------------------|-------------------------------|------------|-------------------------|---------|
| FINANCIAL DATA | Current F.Y. Total Cost: | \$ 75,405 | In Current Year Budget: | Yes |
| | Current F.Y. Net County Cost: | \$ 75,405 | Budget Adjustment: | No |
| | Annual Net County Cost: | \$ 111,030 | For Fiscal Year: | 2009/10 |

| | | |
|---|----------------------------------|--------------------------|
| SOURCE OF FUNDS: Departmental Budget | Positions To Be Deleted Per A-30 | <input type="checkbox"/> |
| | Requires 4/5 Vote | <input type="checkbox"/> |

C.E.O. RECOMMENDATION:

APPROVE

BY:

Karen L. Johnson

County Executive Office Signature

- Policy
- Policy
- Consent
- Consent

Dept's Recomm.:
Per Exec. Ofc.:

Prev. Agn. Ref.: | **District:** | **Agenda Number:**

3.32

CLASSIFICATION ADDITION: Sheriff’s Department

Human Resources recommends the creation of the following five classifications in accordance with the necessary knowledge and training for those who have earned their Intermediate, Advanced, or Records Supervisor P.O.S.T. Certificates. These five classifications were created in order to differentiate which P.O.S.T. Certificate was earned.

The Senior Sheriff’s 911 Communications Officer and Sheriff’s Communications Supervisor classifications with the “A” designation are for those employees who have earned their Intermediate P.O.S.T. Certificate. The Senior Sheriff’s 911 Communications Officer and Sheriff’s Communications Supervisor classifications with the “B” designation are for those employees who have earned their Advanced P.O.S.T. Certificate. The Sheriff’s Records/Warrants Supervisor classification with the “A” designation is for those employees who have earned their Records Supervisor P.O.S.T. Certificate.

The three existing classifications, Senior Sheriff 911 Communications Officer, Sheriff Communications Supervisor, and Sheriff Records/Warrants Supervisor will still be utilized by those candidates who do not possess their Intermediate, Advanced, or Records Supervisor Post Certificates.

Senior Sheriff’s 911 Communications Officer A: It is recommended that this classification be added to the Class and Salary Listing at salary plan/grade SEU 410 L13 (\$46,723.04 - \$64,201.70). This represents the negotiated 6% increase for Senior Sheriff 911 Communications Officers who possess a valid Intermediate Certificate issued to them by the Commission on Peace Officer Standards and Training of the State of California. The class specification is attached.

Senior Sheriff’s 911 Communications Officer B: It is recommended that this classification be added to the Class and Salary Listing at salary plan/grade SEU 456 L13 (\$48,927.01 - \$67,230.18). This represents the negotiated 11% increase for Senior Sheriff 911 Communications Officers who possess a valid Advanced Certificate issued to them by the Commission on Peace Officer Standards and Training of the State of California. The class specification is attached.

Sheriff’s Communications Supervisor A: It is recommended that this classification be added to the Class and Salary Listing at salary plan/grade SEU 534 L13 (\$54,166.53 - \$74,464.62). This represents the negotiated 6% increase for Sheriff Communications Supervisors who possess a valid Intermediate Certificate issued to them by the Commission on Peace Officer Standards and Training of the State of California. The class specification is attached.

Sheriff’s Communications Supervisor B: It is recommended that this classification be added to the Class and Salary Listing at salary plan/grade SEU 570 L13 (\$56,721.39 - \$77,977.12). This represents the negotiated 11% increase for Sheriff Communications Supervisors who possess a valid Advanced Certificate issued to them by the Commission on Peace Officer Standards and Training of the State of California. The class specification is attached.

Sheriff’s Records/Warrants Supervisor A: It is recommended that this classification be added to the Class and Salary Listing at salary plan/grade SEU 294 L11 (\$39,129.79 - \$50,953.34). This represents the negotiated 6% increase for Sheriff Records/Warrants Supervisors who possess a valid Records Supervisor Certificate issued to them by the Commission on Peace Officer Standards and Training of the State of California. The class specification is attached.



COUNTY OF RIVERSIDE
Established Date: August 1, 2009
Revision Date: August 1, 2009

SENIOR SHERIFF'S 911 COMMUNICATIONS OFFICER A

Class Code:
13799

SALARY RANGE

\$22.46 - \$30.87 Hourly
\$3,893.59 - \$5,350.14 Monthly
\$46,723.04 - \$64,201.70 Annually

CLASS CONCEPT:

Incumbents in this class, under supervision, receive emergency 9-1-1 and non-emergency requests for service from the public and other agencies; operate and control radio dispatching equipment; dispatch appropriate County, City, allied agency, and other emergency units; and to do other related duties as required.

This is the advanced journey level in the Sheriff 911 Communications Officer series. Incumbents in this class serve as lead workers over other Sheriff 911 Communications Officers and provide on-the-job training. Under the direction, or assistance of a supervisor, may direct personnel to an appropriate course of action. May assist in directing the work of staff.

REPRESENTATION UNIT:

Supervisory

EXAMPLES OF ESSENTIAL DUTIES:

(Depending on the area of assignment, duties may include, but are not limited to, the following)

- Trains Sheriff 911 Communications Officers and assists in the on-the-job training of new employees learning the techniques and procedures of dispatching, and operating the radio and CAD equipment.
- Participates in the selection and training of new dispatchers, modifies work schedule assignments and recommends disciplinary actions.
- Assists Sheriff 911 Communication Officers with work to ensure completeness, accuracy, and conformance to appropriate standards.
- Operates a variety of communications equipment including radio systems, LEAWEb, enhanced 9-1-1, various telephone systems, telecommunications device for the deaf, recording equipment, and computer systems in accordance with Federal Communications Commission regulations, department policy and standard operating procedures, helps maintain the Screens of Information (SOI), VESTA, and various database maintenance lists.
- Receives emergency calls obtaining essential information in order to determine locale and the appropriate emergency units to be dispatched.
- Determines jurisdiction, notifying or transferring calls to other agencies when appropriate; dispatches emergency equipment and personnel units to various locations in response to calls for service ensuring necessary coverage.
- Transmits information and orders to, and receives messages from County, City, allied agency, and

other emergency units, typing all radio transmissions received and sent.

- Makes inquiries to local, State, and Federal computer systems to obtain information required by deputies in the field or as requested by other law enforcement agencies.
- Reads and interprets maps to locate emergency incidents and determines jurisdiction; May respond to an emergency in the field with communications equipment, set up and operate such equipment.
- Maintain and update manuals relating to the Communications Center and departmental policies and procedures.
- May assume control of radio operations or calls for service in unusual or emergency situations.
- May observe trained performance at workstations to evaluate release from one-on-one training.
- May assist the training Supervisor acting as the training liaison and instructor; assists with the instruction during the 20 week training program, schedules trainees, distributes and organizes uniform requests, distributes and updates General Orders Manual contents as needed; assigns training classes, updates training records and tracks progress and performance of trainees during the first 9-12 month training period.

RECRUITING GUIDELINES:

Experience: Three years of experience in the operation of emergency radio dispatch equipment in a law enforcement agency.

Knowledge of: The functions, operations, rules, and regulations of the Sheriff's Department; modern office practices and procedures including filing, record-keeping and operating standard office equipment; proper English language usage and grammar.

Ability to: Learn the codes, techniques, and procedures in dispatching emergency units, operating radio, Telephone, Call Director, telecommunications device for the deaf equipment, multi-channel recorders, playback machines, alarm systems, CAD systems, LEAWEB, Amber Alert System, and teleprocessing equipment; accomplish tasks in a controlled and competent manner while working in a stressful environment; follow oral and written directions quickly and accurately; establish and maintain effective working relationships with other employees, law enforcement and fire personnel, and the public; complete assigned clerical tasks with accuracy and speed; coordinate the work of Communications Officers and clerical staff; train new and assigned personnel in the techniques, procedures, and operations of radio communications and specialized clerical functions; analyze emergency situations quickly and adopt effective courses of action without immediate supervision; prepare accurate records and reports; maintain knowledge of the codes, techniques, and procedures in dispatching and operating radio transmitters and receivers, telephones, teletype, teleprocessing equipment, and CAD; Riverside County geography including the location of principle cities, highways, streets, and buildings; applicable regulations of the Federal Communications Commission, Homeland Security, inter-operability and first responder procedures and policies.

OTHER REQUIREMENTS:

Skill: Sufficient skill in typing to complete 35 net words per minute.

Senior Sheriff 911 Communications Officers are required to work rotating shifts, weekends, and holidays and may be required to work overtime.

Must possess P.O.S.T. Intermediate Dispatcher Certificate.

Must be certified and maintain authorization for access to C.L.E.T.S., NCIC, DMV and other databases maintained by the Department of Justice.

Must be able to pass an extensive background check that may include a polygraph, psychological, and medical exam.

PRE-EMPLOYMENT:

All employment offers are contingent upon successful completion of both a pre-employment physical exam, including a drug/alcohol test, and a criminal background investigation, which involves fingerprinting. (A felony or misdemeanor conviction may disqualify the applicant from County employment).



SENIOR SHERIFF'S 911 COMMUNICATIONS OFFICER B

Class Code:
13800

COUNTY OF RIVERSIDE
Established Date: August 1, 2009
Revision Date: August 1, 2009

SALARY RANGE

\$23.52 - \$32.32 Hourly
\$4,077.25 - \$5,602.51 Monthly
\$48,927.01 - \$67,230.18 Annually

CLASS CONCEPT:

Incumbents in this class, under supervision, receive emergency 9-1-1 and non-emergency requests for service from the public and other agencies; operate and control radio dispatching equipment; dispatch appropriate County, City, allied agency, and other emergency units; and to do other related duties as required.

This is the advanced journey level in the Sheriff 911 Communications Officer series. Incumbents in this class serve as lead workers over other Sheriff 911 Communications Officers and provide on-the-job training. Under the direction, or assistance of a supervisor, may direct personnel to an appropriate course of action. May assist in directing the work of staff.

REPRESENTATION UNIT:

Supervisory

EXAMPLES OF ESSENTIAL DUTIES:

(Depending on the area of assignment, duties may include, but are not limited to, the following)

- Trains Sheriff 911 Communications Officers and assists in the on-the-job training of new employees learning the techniques and procedures of dispatching, and operating the radio and CAD equipment.
- Participates in the selection and training of new dispatchers, modifies work schedule assignments and recommends disciplinary actions.
- Assists Sheriff 911 Communication Officers with work to ensure completeness, accuracy, and conformance to appropriate standards.
- Operates a variety of communications equipment including radio systems, LEAWEB, enhanced 9-1-1, various telephone systems, telecommunications device for the deaf, recording equipment, and computer systems in accordance with Federal Communications Commission regulations, department policy and standard operating procedures, helps maintain the Screens of Information (SOI), VESTA, and various database maintenance lists.
- Receives emergency calls obtaining essential information in order to determine locale and the appropriate emergency units to be dispatched.
- Determines jurisdiction, notifying or transferring calls to other agencies when appropriate; dispatches emergency equipment and personnel units to various locations in response to calls for service ensuring necessary coverage.
- Transmits information and orders to, and receives messages from County, City, allied agency, and

other emergency units, typing all radio transmissions received and sent.

- Makes inquiries to local, State, and Federal computer systems to obtain information required by deputies in the field or as requested by other law enforcement agencies.
- Reads and interprets maps to locate emergency incidents and determines jurisdiction; May respond to an emergency in the field with communications equipment, set up and operate such equipment.
- Maintain and update manuals relating to the Communications Center and departmental policies and procedures.
- May assume control of radio operations or calls for service in unusual or emergency situations.
- May observe trained performance at workstations to evaluate release from one-on-one training.
- May assist the training Supervisor acting as the training liaison and instructor; assists with the instruction during the 20 week training program, schedules trainees, distributes and organizes uniform requests, distributes and updates General Orders Manual contents as needed; assigns training classes, updates training records and tracks progress and performance of trainees during the first 9-12 month training period.

RECRUITING GUIDELINES:

Experience: Three years of experience in the operation of emergency radio dispatch equipment in a law enforcement agency.

Knowledge of: The functions, operations, rules, and regulations of the Sheriff's Department; modern office practices and procedures including filing, record-keeping and operating standard office equipment; proper English language usage and grammar.

Ability to: Learn the codes, techniques, and procedures in dispatching emergency units, operating radio, Telephone, Call Director, telecommunications device for the deaf equipment, multi-channel recorders, playback machines, alarm systems, CAD systems, LEAWEB, Amber Alert System, and teleprocessing equipment; accomplish tasks in a controlled and competent manner while working in a stressful environment; follow oral and written directions quickly and accurately; establish and maintain effective working relationships with other employees, law enforcement and fire personnel, and the public; complete assigned clerical tasks with accuracy and speed; coordinate the work of Communications Officers and clerical staff; train new and assigned personnel in the techniques, procedures, and operations of radio communications and specialized clerical functions; analyze emergency situations quickly and adopt effective courses of action without immediate supervision; prepare accurate records and reports; maintain knowledge of the codes, techniques, and procedures in dispatching and operating radio transmitters and receivers, telephones, teletype, teleprocessing equipment, and CAD; Riverside County geography including the location of principle cities, highways, streets, and buildings; applicable regulations of the Federal Communications Commission, Homeland Security, inter-operability and first responder procedures and policies.

OTHER REQUIREMENTS:

Skill: Sufficient skill in typing to complete 35 net words per minute.

Senior Sheriff 911 Communications Officers are required to work rotating shifts, weekends, and holidays and may be required to work overtime.

Must possess P.O.S.T. Advanced Dispatcher Certificate.

Must be certified and maintain authorization for access to C.L.E.T.S., NCIC, DMV and other databases maintained by the Department of Justice.

Must be able to pass an extensive background check that may include a polygraph, psychological, and medical exam.

PRE-EMPLOYMENT:

All employment offers are contingent upon successful completion of both a pre-employment physical exam, including a drug/alcohol test, and a criminal background investigation, which involves fingerprinting. (A felony or misdemeanor conviction may disqualify the applicant from County employment).



SHERIFF'S COMMUNICATIONS SUPERVISOR A

Class Code:
13809

COUNTY OF RIVERSIDE
Established Date: August 1, 2009
Revision Date: August 1, 2009

SALARY RANGE

\$26.04 - \$35.80 Hourly
\$4,513.88 - \$6,205.39 Monthly
\$54,166.53 - \$74,464.62 Annually

CLASS CONCEPT:

Under general supervision, to supervise dispatcher personnel engaged in operating computer-assisted communications equipment at the Sheriff's Communications Centers on an assigned shift; to assist in the management of the Center; and to do other work as required.

This class has full supervisory responsibility over subordinate dispatcher personnel on an assigned shift engaged in dispatching emergency and routine calls on a county-wide basis. Sheriff's Communications Supervisors are also responsible for assisting in the administration of the Sheriff's Communications Center. This class is distinguished from the class of Senior Sheriff's Dispatcher in that the latter serves as a lead position and participates in the work of the dispatchers. Sheriff's Communications Supervisors report directly to the Sheriff's Communications Manager and Command Staff who have the overall responsibility for the management and operations of the Sheriff's Communications Center and all personnel assigned to the Center.

REPRESENTATION UNIT:

Supervisory

EXAMPLES OF ESSENTIAL DUTIES:

(Depending on the area of assignment, duties may include, but are not limited to, the following)

- Schedules, assigns, and supervises the work of all dispatcher personnel on an assigned shift.
- Works with other supervisory and management staff in developing initial and ongoing dispatcher training programs; participates in the interviewing and selecting of dispatcher personnel.
- Resolves and reports on disciplinary problems with staff; refers more sensitive or serious disciplinary problems and recommends on disciplinary action to Sheriff's Communications Manager.
- Studies and evaluates existing procedures and internal policies and recommends new or revised procedures and policies pertaining to the efficient and effective operation of the center.
- Prepares and updates manuals of procedures pertaining to operations and implementation of policies and instructs staff members in their use.
- Requests and reviews computer-generated statistical work load reports for purposes of assessing training needs, determining staffing requirements, and adherence to established procedures and regulations.
- Reviews the performance of subordinate personnel for adherence to policies, procedures, and established work performance standards.

- Supervises the use of communications frequencies by station and mobile units to ensure compliance with the law and department policy and documents and reports infractions.
- Monitors communications equipment for maintenance and/or repair problems to insure proper operation of equipment and reports problems with equipment to Communications Manager.
- Resolves problems encountered by dispatchers in operating computer terminals or communications equipment; assists the Sheriff's Communications Manager with budget preparation by projecting costs and writing justifications on an assigned basis.
- Notifies outside law enforcement agencies of information received via EDIS or ENTAC for AMBER ALERT SYSTEM notifications, terrorist warnings, etc. in a timely manner.
- Participates in the training of various Sheriff's Department personnel at the Ben Clark Training Center; may participate in various public relations programs and present 9-1-1 education to the public.
- Incorporates direct participation in the policy-making for the Communications Division within the Sheriff's Department by virtue of emphasis on officer and public safety; may formulate functional guidelines within communications as it directly relates to field operations.
- Monitors NAWAS (National Alert Warning Attack System) and the security of grounds with various equipment.
- Monitors and troubleshoots communications equipment; assists and resolves malfunctions of 800 MHz radio system.
- Reviews payroll for accuracy and completeness.
- Creates daily incident summary report for review by Management and Administrative staff.
- Testifies in court to findings or circumstances of specific 9-1-1 calls for service.
- May review, receive and investigate and independently respond to labor-contract grievances, employee complaints, citizen complaints, and outside agency inquiries.
- Acts on employee time off request including vacation, sick leave and shift trades, staffing decisions including the authorization of overtime, call-out of employee, shift scheduling and changes and previously scheduled work.
- Participates in various Department committees and special operations meetings.

RECRUITING GUIDELINES:

Education: Completion of 30 semester or 45 quarter units at a recognized college, preferably with a specialization in Business or Public Administration, Criminal Justice, or a related field. (Additional qualifying experience may be substituted for the required education on the basis of one year of experience for 30 semester or 45 quarter units of coursework.) Possession of an Intermediate POST certificate for PSCO (Public Safety Communications Officer).

Experience: Three years of experience in the operation of radio dispatch equipment.

Knowledge of: The principles and practices of radio communications, including County, State, and federal laws governing radio transmission; dispatch operations; the codes, techniques, and procedures used in dispatching and operating communications equipment; the functions, operations, rules, and regulations of the Sheriff's Department.

Ability to: Assign and supervise the work of subordinate staff; plan, develop, and organize an employee training program; exercise sound judgment in emergency situations; develop and evaluate communications and record keeping procedures; troubleshoot components of data, or voice communication as it relates to MDT/MDC within a multi-user environment and a sophisticated windows NT based telephony based system; understand and interpret statistical reports; present information clearly and concisely in written and verbal form; perform basic arithmetical calculations; maintain effective working relationships with others; analyze and evaluate information and draw logical conclusions; promote teamwork in a positive work environment.

PRE-EMPLOYMENT:

All employment offers are contingent upon successful completion of both a pre-employment physical exam, including a drug/alcohol test, and a criminal background investigation, which involves fingerprinting. (A felony or misdemeanor conviction may disqualify the applicant from County employment).



SHERIFF'S COMMUNICATIONS SUPERVISOR B

Class Code:
13795

COUNTY OF RIVERSIDE
Established Date: August 1, 2009
Revision Date: August 1, 2009

SALARY RANGE

\$27.27 - \$37.49 Hourly
\$4,726.78 - \$6,498.09 Monthly
\$56,721.39 - \$77,977.12 Annually

CLASS CONCEPT:

Under general supervision, to supervise dispatcher personnel engaged in operating computer-assisted communications equipment at the Sheriff's Communications Centers on an assigned shift; to assist in the management of the Center; and to do other work as required.

This class has full supervisory responsibility over subordinate dispatcher personnel on an assigned shift engaged in dispatching emergency and routine calls on a county-wide basis. Sheriff's Communications Supervisors are also responsible for assisting in the administration of the Sheriff's Communications Center. This class is distinguished from the class of Senior Sheriff's Dispatcher in that the latter serves as a lead position and participates in the work of the dispatchers. Sheriff's Communications Supervisors report directly to the Sheriff's Communications Manager and Command Staff who have the overall responsibility for the management and operations of the Sheriff's Communications Center and all personnel assigned to the Center.

REPRESENTATION UNIT:

Supervisory

EXAMPLES OF ESSENTIAL DUTIES:

(Depending on the area of assignment, duties may include, but are not limited to, the following)

- Schedules, assigns, and supervises the work of all dispatcher personnel on an assigned shift.
- Works with other supervisory and management staff in developing initial and ongoing dispatcher training programs; participates in the interviewing and selecting of dispatcher personnel.
- Resolves and reports on disciplinary problems with staff; refers more sensitive or serious disciplinary problems and recommends on disciplinary action to Sheriff's Communications Manager.
- Studies and evaluates existing procedures and internal policies and recommends new or revised procedures and policies pertaining to the efficient and effective operation of the center.
- Prepares and updates manuals of procedures pertaining to operations and implementation of policies and instructs staff members in their use.
- Requests and reviews computer-generated statistical work load reports for purposes of assessing training needs, determining staffing requirements, and adherence to established procedures and regulations.
- Reviews the performance of subordinate personnel for adherence to policies, procedures, and established work performance standards.

- Supervises the use of communications frequencies by station and mobile units to ensure compliance with the law and department policy and documents and reports infractions.
- Monitors communications equipment for maintenance and/or repair problems to insure proper operation of equipment and reports problems with equipment to Communications Manager.
- Resolves problems encountered by dispatchers in operating computer terminals or communications equipment; assists the Sheriff's Communications Manager with budget preparation by projecting costs and writing justifications on an assigned basis.
- Notifies outside law enforcement agencies of information received via EDIS or ENTAC for AMBER ALERT SYSTEM notifications, terrorist warnings, etc. in a timely manner.
- Participates in the training of various Sheriff's Department personnel at the Ben Clark Training Center; may participate in various public relations programs and present 9-1-1 education to the public.
- Incorporates direct participation in the policy-making for the Communications Division within the Sheriff's Department by virtue of emphasis on officer and public safety; may formulate functional guidelines within communications as it directly relates to field operations.
- Monitors NAWAS (National Alert Warning Attack System) and the security of grounds with various equipment.
- Monitors and troubleshoots communications equipment; assists and resolves malfunctions of 800 MHz radio system.
- Reviews payroll for accuracy and completeness.
- Creates daily incident summary report for review by Management and Administrative staff.
- Testifies in court to findings or circumstances of specific 9-1-1 calls for service.
- May review, receive and investigate and independently respond to labor-contract grievances, employee complaints, citizen complaints, and outside agency inquiries.
- Acts on employee time off request including vacation, sick leave and shift trades, staffing decisions including the authorization of overtime, call-out of employee, shift scheduling and changes and previously scheduled work.
- Participates in various Department committees and special operations meetings.

RECRUITING GUIDELINES:

Education: Completion of 30 semester or 45 quarter units at a recognized college, preferably with a specialization in Business or Public Administration, Criminal Justice, or a related field. (Additional qualifying experience may be substituted for the required education on the basis of one year of experience for 30 semester or 45 quarter units of coursework.) Possession of an Advanced POST certificate for PSCO (Public Safety Communications Officer).

Experience: Three years of experience in the operation of radio dispatch equipment.

Knowledge of: The principles and practices of radio communications, including County, State, and federal laws governing radio transmission; dispatch operations; the codes, techniques, and procedures used in dispatching and operating communications equipment; the functions, operations, rules, and regulations of the Sheriff's Department.

Ability to: Assign and supervise the work of subordinate staff; plan, develop, and organize an employee training program; exercise sound judgment in emergency situations; develop and evaluate communications and record keeping procedures; troubleshoot components of data, or voice communication as it relates to MDT/MDC within a multi-user environment and a sophisticated windows NT based telephony based system; understand and interpret statistical reports; present information clearly and concisely in written and verbal form; perform basic arithmetical calculations; maintain effective working relationships with others; analyze and evaluate information and draw logical conclusions; promote teamwork in a positive work environment.

PRE-EMPLOYMENT:

All employment offers are contingent upon successful completion of both a pre-employment physical exam, including a drug/alcohol test, and a criminal background investigation, which involves fingerprinting. (A felony or misdemeanor conviction may disqualify the applicant from County employment).



SHERIFF'S RECORDS/WARRANTS SUPERVISOR A

Class Code:
13529

COUNTY OF RIVERSIDE
Established Date: August 1, 2009
Revision Date: August 1, 2009

SALARY RANGE

\$18.81 - \$24.50 Hourly
\$3,260.82 - \$4,246.11 Monthly
\$39,129.79 - \$50,953.34 Annually

CLASS CONCEPT:

Under general supervision, to have charge of an assigned shift in the records keeping functions of the Sheriff's Department; to assist the Sheriff's Records Manager in supervising the activities of a complex unit providing services involving the transmission, collection, storage, and retrieval of information; and to do other related work as required.

Positions in this class are characterized by the responsibility for supervising all clerical personnel on an assigned shift. Incumbents in this class report to the Sheriff's Records Manager, who is responsible for planning, organizing, and directing the activities of all shifts in the records section of the Information Services Bureau.

REPRESENTATION UNIT:

Supervisory

EXAMPLES OF ESSENTIAL DUTIES:

(Depending on the area of assignment, duties may include, but are not limited to, the following)

- Assigns, supervises, and evaluates the work of all clerical personnel on an assigned shift in the Information Services Bureau.
- Provides training programs for all clerical personnel in the department on proper methods and procedures for processing information recorded by all personnel; consults with department personnel on functions and objectives.
- Conducts detailed analysis and study of existing functions and systems; compiles statistical reports; devises forms to secure data.
- Reviews work of others not assigned as subordinates who are collecting and recording information on department activities; participates in the selection and training of subordinates.
- Assists in the preparation of manuals of office procedures and instructs staff members in their use.
- Evaluates the need for changes in work procedures resulting from new laws from County, State or federal sources and recommends procedural changes; may supervise the telecommunications functions of the Sheriff's Department.

RECRUITING GUIDELINES:

Experience: Three years of experience in developing and maintaining a variety of records systems including related computer-based communication systems.