

UNIVERSITY OF CALIFORNIA, RIVERSIDE INVITES INTERNAL APPLICATIONS FOR THE POSITION OF COMMUNICATIONS SUPERVISOR

❖ **About UC Riverside:**

In the Heart of Inland Southern California, UC Riverside is located on nearly 1,200 acres near Box Springs Mountain in Southern California, the park-like campus provides convenient access to the vibrant and growing Inland region. The campus is a living laboratory for the exploration of issues critical to growing communities — air, water, energy, transportation, politics, the arts, history and culture. UCR gives every student the resources to explore, engage, imagine and excel.

At UC Riverside we celebrate diversity and are proud of our #4 ranking among the nation for most diverse universities (US News and World Report 2011). Become part of a place that fosters success for all its constituents, students, faculty, and staff, and where work/life balance and campus culture are integral to our way of life. UCR is ranked 41st among top public universities (US News and World Report 2011) and is an affirmative action and equal opportunity employer, with a commitment to workforce diversity.

❖ **About UC Riverside Police Department:**

The Police Department, Riverside contributes to the quality of life and a safe environment in our community, by providing professional law enforcement services. We meet the challenge of providing these services, by basing our work standards on shared values of service to our community, integrity, responsibility, accountability, professionalism, pride, and satisfaction in our profession.

❖ **Essential Functions:**

Under the general supervision of the Management Services Officer the Communications Supervisor will supervise the Police Communications Center, a 24 hour/7 day per week operation with seven FTE dispatcher staff. The full range of supervision includes: determining staffing levels, recruiting/hiring, assigning work and work schedules, performance management, records management, and statistical reporting. The Communication Supervisor ensures that all Public Safety Dispatchers meet the bi-annual Peace Officer Standards & Training (POST) continuing professional training requirements; and coordinates the equipment and service delivery for various communications systems (e.g. CAD/RMS systems and campus alarms).

Key Responsibilities include:

- Supervise and direct the daily work activities of the Police Communications Center personnel by determining staffing requirements, developing work schedules and assignments, evaluating work performance, initiating disciplinary actions, and resolving complaints/grievances
- Act as the Agency Terminal Controller and liaison to external agencies, including: the State DOJ for computers and computer related information pertaining to CLETS access; the DOJ and FBI for audits; the State for mandated CLETS compliance training; and employees for DMV systems training
- Monitor the administration of campus alarm records by ensuring the accuracy of data entered in the computer systems for fire and security systems being installed on
- Serve as a recognized resource of knowledge by maintaining job relevant knowledge; responding to in-person inquiries, telephone calls, and written communication; providing various constituencies with appropriate materials, information, and/or referrals; and acting as a backup Public Safety Dispatcher as needed
- Manage police records in accordance with retention requirements by developing procedures for storage, maintenance, and destruction of files and databases, in compliance with state, federal, and university standards

Key Responsibilities continued:

- Act as custodian of police records by maintaining knowledge of new legislation or University policies that affect records management; preparing filing packets for DA, courts, and traffic courts; completing employment and background verifications; and completing reports request submitted by UCR Risk Management, Office of General Counsel, external law enforcement agencies, or other authorized entities
- Complete specialized statistical reporting and analysis by updating the CLETS database with information from police reports, such as the Department of Justice stolen vehicle/vessel, to meet monthly and annual reporting requirements by the Department of Justice, Jeanne Clery Act, UC System , and Department of Education

❖ Minimum Requirements:

Education and Experience: a P.O.S.T. certification to perform Police Communications Center duties and education and experience equivalent to one year of dispatch supervisory experience, or a certificate or coursework in effective supervision

Knowledge of the principles of effective supervision, and customer service; federal and state regulations governing the responsibilities of the job; and proper techniques for the operation of radio, telephone, computer-aided dispatch (CAD), and other communications equipment

Skill in producing oral and written forms; maintaining confidential records, documents and materials with efficiency and accuracy; and entering data into computer systems and databases, such as VisionAir CAD, FBr, and RMS systems

Ability to interact and work effectively with a diverse campus and outside community; schedule, assign, supervise, and evaluate the work of a number of Public Safety Dispatchers on an assigned shift; Understand and interpret rules and procedures and explain them to others; Operate and control radio-telephone, computer terminal, and other office equipment; React quickly, efficiently, and calmly in an emergency situation and adopt effective course of action; and establish and maintain effective working relationships with others

❖ Preferred Qualifications:

A Bachelor's degree or an equivalent combination of education and experience in a related field; knowledge of the Jeanne Clery Act and DOJ reporting requirements; knowledge of the applicable UC policies and procedures governing the responsibilities of the job; and experience working as a Communications Supervisor is preferred

❖ Conditions of Employment:

This is a **full-time career** position. The budgeted monthly hiring range for this position is **\$46,081 - \$65,242**. The standard work schedule is Monday - Friday, 8:00 a.m. to 5:00 p.m. Overtime shift work, and travel may be required. All UCR employees are required, as a condition of employment, to successfully complete a background investigation through the U.S. Dept. of Justice. All candidates must possess a valid California driver's license and be able to meet California POST background, medical, and psychological standards.

❖ Benefits of Belonging:

We offer a comprehensive compensation and benefits package. For information about our generous employee benefits package, visit: http://atyourservice.ucop.edu/employees/new_employee/orientation.html

❖ Application Instructions:

To apply for this position, please click the HR JOBS link at the bottom of this page, if you are viewing this flier on the UCR Finance and Business Operations website. You may also apply for this position by visiting our website <http://jobs.ucr.edu> and selecting the browse jobs link. The Communications Supervisor position number is **201106130786**.

❖ Filing Date: Open until 12/13/2011