

CIVIL AND COMMUNICATIONS MANAGER

INTRODUCTION

This classification assumes responsibility for coordination and supervision of the Civil and Telecommunications divisions ensuring timely and accurate processing of Civil Records, and Sheriff's Office Case Files; supervise support staff; provides confidential secretarial support to the Sheriff and Undersheriff; establishes and maintains the computer systems developed for Enhanced 911; develop, maintain and update the Master Street Address Guide supplied to the telephone utilities for the Enhanced 911 system; establish and maintain a records management system; has final accountability for work performed for the Office; receive calls and personal contact from the public that relate to the Office of the Sheriff.

EXAMPLES OF PRINCIPAL DUTIES

(Duties assigned to this classification include, but are not limited to, the following examples.)

1. Receive and process civil papers for service; such as: summons, complaints, subpoenas, notices, citations, orders, petitions, forcible entry and detainers, writ of executions, sheriff sales, etc. Process civil papers from courts, attorneys and the general public that can result in law suits.
2. Participate in dispatch services; answer emergency telephone calls for assistance, obtain necessary information, notify and dispatch appropriate emergency personnel and equipment. Give emergency medical instructions until assistance arrives.
3. Prepare and maintains the Master Street Address Guide submitted to the telephone utilities database; which supplies Enhanced 911 services, explore and resolve problems resulting from calls placed to the Enhanced 911 system that are due to incorrect address entries by the telephone utilities.
4. Establish and maintain a good working relationship between the telephone utilities, records management support staff, fire, ambulance, and other law enforcement agencies.
5. Serve as confidential secretary to the Sheriff and Undersheriff. Prepare and monitor budgets, and correspondence for the Office. Coordinate activities between the Office and other agencies, etc. Represent the Office at staff and other meetings.
6. Establish and maintain appropriate record keeping systems; i.e., civil papers, concealed handgun licenses, police reports, warrants, etc. Monitor trust account, record receipts; write checks for expenditures; balance. Prepare purchase orders, monthly audit, statistical and financial reports.
7. Supervise support staff and is involved in selection, training, evaluation of employees; distribute the day -to-day workload among employees; maintain in touch with the progress of work and make adjustments to assure timely response to emergency calls with 24 hour staffing. Develop, recommend and implement approved policy and procedure changes as necessary. Ensure compliance to appropriate policy, procedures and laws; and is timely and accurate. Provide technical advice to support staff. Investigate dispatch related complaints and take necessary action to ensure correction or resolution of complaint, and effectively recommend appropriate disciplinary actions when necessary.
8. Assist the public both in person and by telephone by giving procedural advice; issuing boat licenses; concealed handgun licenses; filing reports; redeeming impounded vehicles, etc.

KNOWLEDGE, SKILL AND ABILITY REQUIRED OF THIS POSITION

Knowledge of: Thorough knowledge of modern office management and clerical support procedures in areas

of budget preparation, record keeping, filing, bookkeeping, automated computer systems, office machines, grammar, word usage, etc; considerable knowledge of civil process functions of a law enforcement agency and federal, state, county and local laws, statutes, rules, regulations, and procedures applicable to civil process; considerable knowledge of an Enhanced 911 communications center, governed under Oregon State Police Emergency Management funding and budget reporting; considerable knowledge in the rural addressing system combined with the city addressing to compile and maintain the Master Street Address Guide database.

Skill in: Type rapidly and accurately; use, repair, and maintenance of modern office equipment and machinery; use of automated telephone, computer, and radio systems; establishment and maintenance of records, reports and statistical data compilation for submitting to local, county, state and federal agencies.

Ability to: Communicate effectively in both oral and written forms; maintain records, reports, and logs; adjust to priority changes, remain calm and use good judgment during confrontational or high pressure situations; make decisions independently in accordance with established policy and procedure, use initiative and judgment in completing tasks and responsibilities; supervise and lead a support staff; courteously meet and deal effectively with other employees, other agency representatives, attorneys, courts, law enforcement agencies, emergency services agencies, vendors and the public.

Qualifications:

Four years progressively responsible work related experience which includes civil activities and supervisory experience OR a satisfactory equivalent combination of experience and training. At time of appointment, must possess DPSST Telecommunications and Emergency Medical Dispatch Certifications. Must attend DPSST Supervisory Course within one year, and Middle Management Course within five years.

SUPERVISORY CONTROLS OF THIS POSITION:

Work is performed under the general direction of the Sheriff. Recurring routing assignments are independently performed by employee on basis of past experience. The employee receives general instructions regarding the scope and approach to projects or assignments, but procedures and problem resolution are left to the employee discretion and interpretation. Employee has substantial decision making in the types of records systems and office equipment used. Employee estimates and manages time efficiently. Work is reviewed periodically to ensure determinations and decisions made are in compliance to office policy and procedures.

GUIDELINES:

Work is performed within established office policy, procedures, directives; federal, state and county statutes, rules, regulations and ordinances; emergency medical dispatch procedures; personnel rules, court rulings, accepted practice within law enforcement profession, LEADS reference manuals. Incumbent has to remain current on guidelines and uses considerable judgment in interpreting guidelines and contributes to modification of existing guidelines by recommending changes or adapting guidelines to problems encountered.

PHYSICAL DEMANDS AND WORK ENVIRONMENT:

Work is performed in an office environment. Work may require hearing voice conversations, speaking clearly, vision capable of looking at computer screens for long periods of time, ability to operate computer, telephone and radio equipment, reaching, sitting and walking.