

# Northwest Central Dispatch System

1975 E. Davis Street  
Arlington Heights, IL 60005  
(847) 398-1130 Administration  
(847) 398-2498 Facsimile



## JOB DESCRIPTION

### Records System Manager

**Reports To:** Deputy Director –  
Support Services  
**FLSA Status:** Exempt  
**Updated:** April 3, 2019

### Summary

The Records System Manager is responsible for overseeing and coordinating the NWCDS member agencies' records management systems.

### ESSENTIAL JOB FUNCTIONS

*The following statements are illustrative of the essential functions of the job and do not include other nonessential or peripheral duties that may be required. The organization retains the right to modify or change the duties or essential function of the job at any time.*

- The Records System Manager is responsible for the overall oversight and coordination of the agencies' records management systems (RMS).
- Responsible for coordinating with NWCDS member police agencies regarding RMS.
- Ensures that the records management systems for both police and fire are meeting the NWCDS member departments' needs, while maintaining standardization.
- Ensures that each NWCDS member police department has the same minimum functionality of the records management systems.
- Coordinates training efforts as needed.
- Understands and optimizes other products and applications to interface with existing records management systems.
- Works closely with the Deputy Director – Support Services and the CAD System Manager to ensure seamless integration between CAD and the records management systems.
- Communicate effectively with records management systems' vendors and serve as single point-of-contact for both NWCDS member departments and vendors related to records management systems.
- Strategize and work together with NWCDS IT staff regarding maximizing connectivity between NWCDS and its member communities and other network concerns.
- Completes other duties as assigned by the Deputy Director – Support Services or the Deputy Director – Operations.
- Designs reports and creates dashboards utilizing the RMS database to maximize efficiencies of the RMS.
- This is a Monday through Friday position with normal 0830-1630 work hours, but the Records System Manager must have flexibility to adjust hours when needed, as well as availability to remotely access NWCDS systems in order to trouble-shoot during non-business hours.

### MINIMUM QUALIFICATIONS

- Must be at least 21 years of age.
- A high school diploma or equivalent is required.
- Must be of strong moral and ethical character.
- Must possess a valid driver's license.
- Strong analytical and logical problem solving skills.
- Proficient in the English language including the proper usage, spelling, punctuation and grammar.
- Strong interpersonal skills to include; one on one, counseling and presentations.

*Must be able to successfully pass a thorough background investigation and drug screening.*

**PREFERRED QUALIFICATIONS**

A strong candidate will also have experience in the following areas:

- Post-secondary degree or equivalent job experience.
- Four (4) years of experience in records management systems.
- Four (4) years of experience in public safety and with public safety applications including, but not limited to: CAD, electronic citations and accident reporting, IUCR and/or NIBRS, LEADS, and evidence collection.
- Information technology (IT), computer network, or other related “back end” programming of public safety applications.
- Experience in an intergovernmental consolidation such as NWCDS.
- Vendor experience will be considered if no specific public safety experience exists.
- Proficient in Microsoft Office, including Microsoft Word, Outlook, Excel, Access, and PowerPoint.
- Proficient with SSRS reporting and SQL databases.

**PHYSICAL/MENTAL REQUIREMENTS**

- The employee regularly works in an indoor or office environment and while performing the duties of this job is regularly required to sit and use repetitive hand motion.
- The employee is frequently required to talk, hear, stand and walk.
- The employee must occasionally lift and/or move up to 20 pounds.
- Must have the ability to read and discern visual images on a variety of media with 20/20 corrected vision.
- Must hear speech out of both ears in the normal range of 30 DB at 500 to 2000 Hz range.
- Must be able to speak and communicate clearly over telephone.
- Must be able to work under stressful situations, have good cognitive skills and awareness of work accuracy as well as be able to concentrate on more than one task at a time.
- Must be in sound physical health as determined by a certified licensed physician with no evidence of the use of controlled substances.
- Must be articulate and comfortable speaking in front of others

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