

POLICE COMMUNICATIONS SUPERVISOR

(Competitive Class)

DISTINGUISHING FEATURES OF THE CLASS

This class encompasses highly responsible supervisory and technically skilled work in the communications division of the police department. The employee of this class monitors the work of subordinate employees and provides training as necessary. The Police Communications Supervisor ensures the maintenance and repair of departmental communications equipment, and maintains the records and reports concerning the operation of the communication division. The employee of this class performs independently in most areas, receiving general instructions for special assignments. The Police Communications Supervisor reports to and has work reviewed by the Chief of Police or his designee.

EXAMPLES OF WORK

Examples listed below are illustrative only. They are not intended to include all duties which may be assigned, neither are they intended to exclude other duties which may be logical assignments to this class.

Plans, organizes and directs communications division operations involving equipment and personnel. Recommends goals, objectives or improvements for the communications division to a superior officer. Supervises Police Communications Officers in the performance of dispatching and other division duties. Assigns work schedules, approves leave and calls in replacement personnel as needed, to ensure that all shifts are properly manned. Makes a daily personnel report to a superior officer, as designated by the Police Chief. Prepares for shift change by providing or receiving information pertinent to the efficient operation of the communications division. Participates in and oversees the receipt of calls or other types of requests for emergency assistance. Ensures that as much accurate information as possible is obtained from citizens, officers and radio operators about the nature and location of the incident. Provides for the use of appropriate codes and signals to enter information about the incident into the system.

Supervises the operation of the communications system, and ensures that proper policies and procedures are followed when dispatching units. Refers to physical files or computer indexes in the selection of units. Serves as CAD (Computer Aided Dispatch) administrator and uses CAD display to track the location and status of emergency units at all times. Answers or refers questions that come by radio from patrol and emergency units. Uses computer or teletype keyboard and designated codes to transmit pertinent information to and from the incident scene. Takes requests from units and provides for assistance following departmental procedures. Notifies all designated persons, groups, agencies or units of special emergency situations or needs. Provides support to patrol units by contacting other agencies to check for wanted persons or warrants.

Ensures all calls are recorded on high-speed line printer to create records of dispatching activity. Oversees and participates in the monitoring of burglar alarms, as well as radio frequencies for the sheriff's department, fire department or state police. Communicates with hearing impaired

callers using specialized telecommunications devices and designated software. Ensures departmental compliance with applicable FCC regulations. Supervises the operation of office paging or intercom systems to relay messages and information to department personnel. Provides for the general care, maintenance, use and repair of departmental communications equipment. Tests police telephones, teletype and radios by sending or receiving messages to ensure readiness for service. Inspects equipment after repairs to ensure proper working order.

Observes division operations and inspects the appearance of assigned personnel and communication equipment for compliance with departmental standards. Evaluates the effectiveness of division operations and takes appropriate action to correct or improve problem areas. Sees that all new employees receive necessary training in the operation of communications equipment and related areas. Prepares training materials and provides formal classroom training and informal, on-the-job instruction to division employees. Processes and tracks employee training evaluations and certifications. Personally participates in related training provided by the department. Provides technical assistance to subordinates by answering questions and providing back-up support. Evaluates work performance of subordinates and reports on such to superiors, as required. Counsels employees who are experiencing work problems and discusses work performance. Resolves employee complaints and grievances. Maintains discipline among employees of the division by conducting corrective interviews.

Supervises the preparation and maintenance of accurate division records. Reviews communications received by the division in order to route and assign work to the appropriate person. Tracks and keeps records of time and mileage for patrol units transporting prisoners or suspects. Provides for the use of radio logs in the event the CAD system is unavailable. Reviews records completed by subordinates to ensure accuracy. Personally completes and types any forms and records required. Writes reports concerning division operations. Composes letters in answer to written or oral requests addressed to the communications division, or as needed to conduct business for the division.

Handles complaints from the public concerning problems in the dispatching division. Answers or refers questions regarding department operations or procedure. Coordinates the work of the department with related federal, state and local agencies, releasing information and providing assistance when needed.

Performs any related duties as assigned.

QUALIFICATION REQUIREMENTS

Unless otherwise specified, all requirements listed below must be met by the filing deadline for application for admission to the test.

Must meet all requirements of the Municipal Fire and Police Civil Service Law, including being a citizen of the United States and of legal age.

Applicant must possess one of the following: high school diploma, high school equivalency certificate, high school transcript, affidavit from the issuing high school, associate's or bachelor's degree, or college transcript, any one of which must indicate that graduation has occurred or a degree awarded. Any Louisiana applicant who presents a home study diploma shall submit

necessary documentation indicating Louisiana Board of Elementary and Secondary Education (BESE) approval of the home study curriculum. Non-Louisiana applicants shall be required to present proof of completion of a high school curriculum which has been accredited by the applicant's state, or its state-approved agency. A certification of completion shall not be sufficient to substitute for a diploma or equivalency certificate.

After offer of employment, but before beginning work in this class, must pass a physical examination, the selection and administration of which shall be authorized by the Appointing Authority, designed to demonstrate good health and physical fitness sufficient to perform the essential duties of the position, with or without accommodation.

Must have at least ten (10) years of full-time dispatching experience in the communications division of a law enforcement agency.

Must provide proof of successful completion of Terminal Agency Coordinator (TAC) training.