

POLICE COMMUNICATIONS SUPERVISOR

(Competitive Class)

DISTINGUISHING FEATURES OF THE CLASS

This class encompasses a supervisory position in the communications division of the police department, the primary duties of which involve management of the communications division and supervision of Police Communications Officers. The employee of this class monitors the work of subordinate employees and provides training as necessary. The Police Communications Supervisor provides for the general care, maintenance and use of departmental communications equipment, and supervises the preparation and maintenance of division records and reports. The employee of this class receives only general instructions from a Police Major and performs independently in most areas. The Police Communications Supervisor reports to and has work reviewed by a Police Major.

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.

Supervises Police Communications Officers in the performance of dispatching duties. Monitors the operation of communication systems to ensure proper procedures are being followed. Inspects the appearance of equipment and personnel. Provides technical assistance to subordinates when needed by answering questions and providing back-up support. Prepares training materials and personally provides training in departmental dispatch procedures and the operation and use of communications equipment.

Supervises the general care, maintenance, and use of departmental communications equipment. Inspects communications equipment and provides for the repair of any malfunctioning equipment according to department procedures. Tests police radios, public address system, teletype, individual paging devices, and recording system to ensure proper readiness for service. Provides for the purchase and storage of all needed supplies and equipment for the division. Orders and disburses all supplies and equipment needed by the division.

Supervises the preparation and maintenance of division records and reports by reviewing records completed by subordinates and periodically inspecting systems and facilities for maintaining such. Types and files records or reports such as complaint cards, cross reference cards, file cards, or any other department record compiled or used by the dispatching section. Keeps records and writes reports concerning division operations. Provides for and ensures that accurate division records are maintained. Retrieves

information from records for any persons authorized to request such information. Develops new forms or revises old forms in order to improve accuracy and efficiency of documentation. Writes letters in answer to written or oral requests addressed to the communications division or as needed to handle problems or to address other needs of the communications division. Compiles and analyzes data needed for reports. Personally completes forms and records required. Recommends management policies, goals, and objectives for consideration by a superior officer.

Assigns work schedules and approves leave for subordinates. Evaluates work and reviews written reports completed by employees. Writes employee evaluation reports and counsels employees who are experiencing work problems. Makes recommendations for disciplinary action to superiors. Handles complaints from the public concerning problems in the dispatching division.

Answers emergency and non-emergency telephone for the police department and takes caller information such as name, address, nature of complaint, and any other information as designated by department policy. Takes complaints from other sources such as police units or from citizens in the department. Enters all complaints and related information into computer in order to have records of dispatching activity.

Determines the correct unit to be dispatched and keeps track of location and status of emergency unit at all times. Monitors time and mileage on patrol units. Takes requests for assistance from units and relays information or answers questions from field units. Transmits information on incident (address, cross street, etc.) by telephone, public address, or teletype or dispatch unit. Notifies special units or agencies designated by department procedures in special or emergency situations.

Operates teletype and computer keyboard or calls state police or other law enforcement agencies by phone or by radio to send or receive messages. Listens to other radio frequencies such as the sheriff's department, state police, or fire department to monitor local activity and to take appropriate action when necessary.

Operates office paging or intercom system to relay messages and information to department personnel. Distributes equipment such as walkie-talkies, arms, ammunition, keys for police units, or related equipment. Interviews prospective employees and makes recommendations for hiring.

Ensures that all new employees receive necessary training. Prepares material for and personally conducts formal on-the-job training in operation of communications equipment and related areas. Participates in training provided by the department on communications related areas.

Informs the public about police department operations by means of talks, demonstrations, or distribution of literature to schools, civic groups, owners and employees of public and private buildings,

or any other concerned citizen. Participates in conferences, conventions, and other educational meetings.

QUALIFICATION REQUIREMENTS

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

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, general educational development (G.E.D.) 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. A certification of completion shall not be sufficient to substitute for a diploma or G.E.D. 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 possess a valid driver's license.

Must have at least four (4) years full time dispatching experience in a communications division of a law enforcement agency.