

POLICE COMMUNICATIONS SUPERVISOR

(Competitive Class)

DISTINGUISHING FEATURES OF THE CLASS

This class encompasses a responsible position in the communications division of the police department, the primary duties of which involve 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 general instructions and performs independently in most areas. The Police Communications Supervisor reports to and has work reviewed by the Police Major assigned to the Support Services Division.

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. Delegates authority to subordinates for the more effective operation of the division. Assigns work schedules and duty areas seeing that all shifts are properly manned. Evaluates work performance of subordinates and writes employee evaluation reports. Counsels employees who are experiencing work problems and discusses work performance. Resolves employee complaints and grievances. Provides technical assistance to subordinates. Prepares training materials and provides training in departmental dispatch procedures and the operation and use of communications equipment. Inspects the appearance of equipment and personnel and approves leave.

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. Keeps records and writes reports concerning division operations. Develops new forms or revises old ones in order to improve accuracy and efficiency of documentation. Provides for and insures that accurate division records are maintained. Retrieves information from records for any persons authorized to request such information. 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.

Assist in answering emergency and non-emergency telephones for the

police department, taking appropriate action as designated by department policy. Determines unit to be dispatched and dispatches unit following departmental procedures. Operates control board for individual pocket pager system to call designated officers when necessary. Keeps track of the location and status of emergency units at all times using the computer-aided dispatching (CAD) display. Takes requests from units and provides for requested assistance following departmental procedures. Watches or listens to monitors registering burglar alarms and follows established procedures when such alarms are received. Operates office paging or intercom system to relay messages and information to department personnel.

Receives complaints over the telephone or from other sources, taking as much information as possible from caller such as name, address, nature of problem, and any other information required by departmental procedures. Enters all complaints and related information into computer by use of computer keyboard, using appropriate codes and signals.

Supervises the general care, maintenance, and use of departmental communications equipment. Provides for the repair of any malfunctioning communications equipment according to department procedures.

Operates teletype and computer keyboard and uses designed teletype and computer codes to send or receive messages concerning drivers licenses, runaways, criminal records, or related matters from NCIC or other law enforcement agencies. Notifies special units of agencies designated by departmental procedures in special or emergency situations.

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.

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