

POLICE COMMUNICATIONS SUPERVISOR

General Statement of Duties

Performs supervisory work in coordinating daily activities of night shift Communications Section within Police Department; also performs as telecommunicator as required.

Distinguishing Features of the Class

Employee in this class coordinates the activities associated with Communications Section within Police Department. Supervisory responsibilities include managing the daily work activities of the night shift section. Works closely with Communications Manager on personnel related functions to include participating in documenting of progress notes and assisting with performance reviews. This work is performed under minimum supervision and requires the application of modern communications techniques, sound judgment, and independent initiative in pursuit of work objectives. Work requires public contact by phone which requires tact, firmness and decisiveness in obtaining necessary information from people who are under extreme stress. Work is performed in accordance with departmental policy, state and federal law, supplemented with specific requests from sworn personnel. Work is sometimes performed under stressful emergency conditions. The employees are subject to inside environmental conditions. Work is performed under the direct supervision of the Communications Manager and is evaluated through observation and review of reports.

Essential Duties and Illustrative Examples of Work

Serves as a supervisor during night shifts when the Police Communications Manager is not present; takes lead role in more serious occurrences; makes assignments to telecommunicators based on needs of section.

Monitors work procedures and workload; evaluates staff performance and counsels' staff as needed; directs or redirects work as needed.

Responsible for managing schedules and coordinates vacation and holidays for employees within night shift Communications Section and works closely with Communications Manager when schedule adjustments affect other shifts.

Routinely works with vendors and monitors repairs to equipment within Communications Division.

Responsible for progress notes documenting and assisting with personnel evaluation reviews.

Trains employees on new equipment when changes occurs within Communications Section and monitors training of new employees and confers with the departments training coordinator to insure all communications employees are knowledgeable of current standards and competent in their job duties.

Assists with updating the departments mapping software held within CAD Dispatching software.

Reviews data entry within DCI/NCIC, CAD, and other software programs to insure accuracy and maintained as needed.

Maintains proficiency in operating NCIC, Radio, Phone, Hallway Camera system as needed.

Performs duties of a Telecommunicator such as:

- Receive routine and emergency telephone calls;
- Dispatch by radio appropriate personnel and equipment to calls;
- Monitor officers and events occurring within town;
- Operate computer software programs within Communications.
- Provide information to the public over the telephone concerning a variety of Town services.

Assists with covering shifts as needed.

Performs related duties as required.

Knowledge, Skills, and Abilities

In depth knowledge of the operation of a police communications system which includes: Radios, Telephones, computers, and cameras.

Ability to establish and maintain effective working relationships with co-workers.

Considerable knowledge of the geographic layout of the Town, and the locations of streets, important buildings, and other landmarks.

Knowledge of the functions, practices and procedures of the Police Department.

Ability to accurately receive and transmit radio communications.

Ability to assess people and situations, to apply sound judgment, to remain calm under stressful conditions and to elicit sufficient and essential information for dispatching and assisting field personnel.

Ability to type and learn to operate specific computer software.

Ability to speak clearly and distinctly.

Ability to follow oral and written instructions.

Physical Requirements

Must be able to physically perform the basic life operational functions of reaching, walking, pushing, pulling, lifting, fingering, talking, hearing, and performing repetitive motions.

Must be able to perform sedentary work exerting up to 10 pounds of force occasionally.

Must possess the visual acuity to read and do computer terminal work.

Desirable Education and Experience

Completion of a two year associates degree supplemented with supervisory experience that would relate to communications, dispatching or reception work experience preferred; or an equivalent combination of education and experience.

Special Requirements

Certification or ability to obtain certification by the State of North Carolina as a DCI operator.

Additional Information

This position is classified as safety sensitive per the Town's Personnel Policy.

Fair Labor Standards Act (FLSA) Status

Non-Exempt

2022