

COMMUNICATIONS SUPERVISOR

FLSA STATUS – non-exempt

DESCRIPTION OF WORK

Under general direction of the Chief of Police, leads other dispatchers and performs work in the 911 communications center and central records; receives phone calls, alarms and radio messages and transmits radio messages to appropriate law enforcement, fire and other public personnel; is custodian of records.

DUTIES-EXAMPLES OF WORK

ESSENTIAL DUTIES:

In addition to the essential duties of a senior communications operator, plans, coordinates and assigns dispatchers to duties; integrates dispatch functions with other departmental operations; trains new dispatchers in processes and policies; participates in evaluation of performance of dispatchers; receives telephone calls, emergency and 911 calls, and other messages requiring action and transmits orders to appropriate law enforcement and related personnel, including fire and ambulance; uses standard operation procedures in sending and receiving radio and telephone messages; monitors calls and alarms and surveillance cameras; monitors fire and police alarms; works on a shift as relief dispatcher when schedules require; monitors officer's welfare, TDD and other sources; checks records and files and relays information to law enforcement and other emergency personnel as requested; operates computer records systems; processes a wide variety of reports and records; maintains a telephone and radio log of daily activities; coordinates work in NCIC, NLETS and WCJN systems; works with the telephone company to correct problems in the systems; takes action to correct address or other location; performs reception duties; types accident and crime reports; collects and compiles information; codes copies and tabulates reports; uses a computer and keeps records of information entered; processes requests for driver's license, malt beverage licenses, bicycle licenses, wanted persons, record checks and related information; types reports, correspondence and bulletins; assists citizens in filing of accident, theft and complaint reports; makes copies; handles some funds for permits, copies, clearance letters, bonds and fines; accounts for funds; runs NCIC checks and performs other confidential records checks; performs routine maintenance on computer hardware and software and requests assistance from vendors. Ability to work rotating shifts, weekends and holidays required.

OTHER DUTIES:

Fills in for records clerk; searches and monitors female prisoners; assists with public relations programs; updates operations manuals and materials; performs related duties.

QUALIFICATIONS

Thorough knowledge of office practices and procedures, office appliances including computers, filing systems, and NCIC and weather warning procedures.

Working knowledge of the geography of the City and environs as well as NLETS, NCIC and WCJN rules and procedures.

Ability to effectively lead dispatchers.

Ability to receive and transmit messages properly, clearly, rapidly, accurately and effectively under stressful conditions.

Ability to make decisions and relay appropriate information to personnel rapidly and properly; speaks clearly and concisely.

Ability to prepare, file and maintain reports and records efficiently and effectively.

Ability to type at 40 WPM.

Maintains and exercises discretion and integrity at all times.

Ability to work in a confined area for long periods of time and on rotating shifts.

Ability to establish and maintain effective working relationships with other employees, superiors, officers, other agencies and the public.

PHYSICAL AND SENSORY REQUIREMENTS

Ability to perform light physical work and to lift and carry up to 25 pounds;

Ability to stand, walk, sit, reach and perform similar body movements;

Possesses hand/eye/foot coordination adequate to operate radio controls, telephone and computer keyboards;

Ability to talk and hear in person, by telephone, two-way radio, and headset;

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Ability to see and read reports, print-outs and data on a computer screen.

EXPERIENCE AND TRAINING

Any combination of experience and training equivalent to graduation from high school and three years of experience in dispatching and police records; one year of related college course work is desirable.

SPECIAL REQUIREMENTS:

State certification as dispatcher and teletype operator.

Rawlins/2002/revised 2009