

POLICE COMMUNICATIONS SUPERVISOR

Definition:

Under general supervision, plans, organizes, supervises, and reviews the work of emergency and non-emergency services personnel assigned to the Police Department's Communications Center; participates in police safety dispatching functions; coordinates assigned activities with other divisions, bureaus and outside agencies and performs related work as required.

Essential Duties and Responsibilities:

The responsibilities and essential duties performed on a frequent and recurring basis by an incumbent include the following:

Assigns, schedules, supervises, evaluates and assists in the selection of communications staff involved in dispatching and receiving emergency and routine calls for service.

Determines training needs and coordinates or conducts appropriate training.

Investigates complaints related to the delivery of services and recommends appropriate action to resolve same.

Acts as a liaison between the Communications Center and other bureaus/divisions of the Police Department and between the Police Department and the telephone company for 911, telephone maintenance and upgrades as needed.

Monitors the update of address files through the Orange County 911 Coordinator.

Monitors the budget for the Communication Center; provides assistance with the budget preparation and may approve expenditures as appropriate.

Operates computer aided dispatch system communication equipment; assists in emergency dispatch of public safety personnel as needed.

Handles more complex public calls for emergency service; may assume direct supervision during major police or other emergencies.

Operates a personal computer and uses applicable software to prepare memos, letters and reports.

Reviews and updates maps, diagrams and other reference materials on a continuing basis.

Participates in the development of the Communications Center priorities, and goals and objectives.

Reviews policies and procedures and makes recommendations to improve operational schedules, efficiency and effectiveness; implements policies and procedures for Communications Center operations.

Recommends the appropriate course of action in any situation not covered by department policy or procedures and notifies the on-duty Watch Commander and Division commander as appropriate.

Testifies in court as needed.

Briefs staff regarding pending emergency activity and informs superiors of unusual or major incidents.

Maintains comprehensive logs, files and reports as required by Police Department policies and procedures and state law.

Stays current on and recommends the implementation of new technology.

Maintains the Communications Center inventory to include portable radios, pagers, non-emergency telephones, forms and supplies.

Other Duties and Responsibilities:

Performs other projects/tasks as assigned.

Drives a vehicle on City business.

Class Characteristics:

The Police Communications Supervisor is a single incumbent, non-sworn supervisory position in the Police Department with specific responsibility for the safe, efficient and effective operation and administration of the Police Department Communications Center.

Contacts and Relationships:

The Police Communication Supervisor establishes and maintains contact with the staff in the Communication Center and other Police Department employees. Additional contact will occur with a variety of personnel from other public agencies and members of the public to include witnesses, victims and suspects under conditions which can be stressful.

Qualification Guidelines:

The knowledge and abilities which are required to perform the duties and responsibilities of this class are as follows:

Knowledge of:

Principles, practices and procedures of emergency and routine public safety communications.

Federal Communications Commission rules and regulations governing the operations of radio receivers and transmitters.

Local, state and federal laws and regulations applicable to areas assigned.

Effective supervisory techniques.

General law enforcement practices.

Municipal government operations.

English usage, spelling, grammar and punctuation.

Record keeping procedures and report and memo writing.

Computer applications as they relate to communication networks, automated and emergency dispatch systems and police communications equipment.

Customer service techniques.

Budgeting methods and procedures.

Negotiating and conflict resolution techniques.

Public relations and customer service techniques.

Ability to:

Analyze, interpret, apply and enforce applicable federal, state and local policies, procedures, laws, regulations, codes and departmental policies.

Train, supervise and evaluate the work of assigned employees.

Plan, organize, assign and monitor the status of dispatch activities.

Develop, implement and manage a budget.

Perform research and analysis, make recommendations, and produce accurate reports.

Adhere to deadlines and handle multiple projects.

Establish and maintain effective relationships with those contacted in the course of work.

Use good judgment and make sound decisions when responding to emergency situations.

Prepare memos and reports and maintain records, charts, maps and files and other related documents.

Comprehend and follow oral and written instructions and use independent judgement and initiative.

Communicate effectively orally and in writing.

Operate a computer and use applicable software.

A typical way to obtain the knowledge and abilities is as follows:

Education:

Bachelors Degree from an accredited university or college to include or supplemented by course work in business administration, public administration, criminal justice or a related area.

AND

Experience:

Four years of progressively responsible experience in a police or communications related position to include two years in a lead or supervisory capacity.

Physical Tasks and Working Conditions Include the Following:

Work is performed in a dispatch/communications center environment and requires sitting for periods of time using a computer keyboard and screen. The incumbent sits, stands and walks and may bend and reach and is exposed to digital radio sounds on a regular basis and occasional radio feed back. The incumbent may drive a vehicle on City business and must be able to meet the physical requirements of the class and have mobility, vision, hearing and dexterity levels appropriate to the duties to be performed.

Special Requirements:

Valid and appropriate California Drivers License and acceptable driving record at time of appointment and throughout employment in this position.

Must be able to work flexible hours to accommodate department needs.

Must be able to successfully pass a Police Department pre-employment screening process.

Possession of or ability to obtain a Dispatch Academy Public Safety Dispatcher Certificate issued by Police Officer Standards and Training (POST) within six months of employment in this position.

The City of Fullerton's Conflict of Interest Code requires that the Police Communications Supervisor file financial disclosure statements in accordance with state and local laws.

Per California Government Code §§3100 – 3109, all public employees are declared to be disaster service workers and must take and subscribe to the oath or affirmation as required.

Fair Labor Standards Act Designation: Exempt.

Revised July 2018 and title changed from Police Communications Manager
Revised January 2002
Revised October 1999