

# COMMUNICATIONS SUPERVISOR

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## DEFINITION

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Under general direction, performs operational and administrative duties in overseeing the daily operations of the police department's Communications Center, directs and supervises Communications Dispatchers, and performs related duties as required.

## REPRESENTATIVE DUTIES

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*The duties listed below are examples of the work typically performed by the employee of this class. Not all assigned duties may be listed. Marginal duties are those which are non-essential job function for this class*

1. Supervises, directs, and evaluates the work of Communications Dispatchers; prepares weekly duty schedules; approves vacation requests and overtime assignments; conducts briefings; schedules and trains assigned personnel; recommends policy and procedure changes to support efficiency; prepares unit activity reports.
2. Advises subordinate personnel on job-related and personnel matters, provides assistance in improving skills and abilities/resolving personal conflicts and problematic situations arising out of their assignment; creates positive work environment.
3. Attends department staff meetings and training sessions; participates in employee development activities as assigned, keeps abreast of developments or information which would assist subordinates in the performance of their duties.
4. Assures that City and departmental rules, regulations and procedures are followed; receives and investigates Communications Center related complaint and resolve or recommend action regarding the complaint.
5. Serves as the Agency CLETS Coordinator (ACC) with the Department of Justice (DOJ) on matters pertaining to the use for the California Law Enforcement Telecommunications System (CLETS), the Federal Bureau of Investigations (FBI) National Crime Information Center (NCIC), the National Law Enforcement Telecommunications System (NLETS), and the CA DOJ Criminal Justice Databases; serves as the Department liaison with local, county, state and federal agencies related to communications operations.
6. Ensures staff compliance with DOJ requirements as well as updates from CLETS, NCIC and DMV; ensures compliance with mandated state and federal auditing requirements; and ensures compliance with radio agreements, licensing requirements, related laws, and FCC regulations.

7. Develops, coordinates and conducts training programs; coordinates and oversees the Communications Training Officers program and training of new dispatchers; and ensures compliance with City and Departmental rules, regulations, policies and procedures.
8. Prepares and maintains a variety of reports, records, and other written correspondence; updates manuals, reference material and CAD system.
9. Researches and recommends the acquisition of technology and equipment related to the Communications Center; ensures the maintenance of proper operation of phone systems, radio equipment and other technology related to the Communications Center.
10. Occasionally performs dispatcher duties.
11. Performs related duties as required.

## **EMPLOYMENT STANDARDS**

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### **Education and/or Experience**

Graduation from an accredited college with a Bachelor's degree in criminal justice, business or related field and possession of POST Advanced Dispatcher Certificate, possession of, or ability to obtain within one year, POST Communications Supervisor Certificate, or any combination of training and experience that provides the desired knowledge and abilities.

### **Knowledge of:**

Principles, practices, techniques and policies related to police communications centers; criminal law as it relates to felony/misdemeanor offenders; and supervisory techniques and methods.

### **Ability to:**

Resolve conflicts and complaints between individuals, units and/or organizations; directs and evaluates the work of others; interpret and apply laws and regulations; analyze stressful situations and adopt appropriate alternatives of action; promote service orientation with concern for the service consumer; project a professional appearance and demeanor; collect, interpret, and analyze data; prepare written reports; suggest procedural or work method improvements; establish and maintain effective working relationships with supervisors, peers, subordinates, and the general public; communicate effectively, both verbally and in writing; and analyze and resolve situations with established policy.

### **Special Requirements**

Proof of ability to type 40 wpm.

Possession of or ability to obtain and maintain a valid California Drivers' License.

Candidates other than promotional applicants will be required to pass a police background investigation.

**Physical Demands**

Strength, dexterity, coordination and vision to use a keyboard and computer. Occasional lifting of objects weighing up to 25 lbs. such as files, stacks of paper, reference and other materials. Moving from place to place within an office; and some reaching for items above and below desk level.

**WORKING CONDITIONS**

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Generally clean work environment with limited exposure to conditions such as dust, fumes, odors, or noise. A computer is used on a regular basis. Periodic contact with angry and upset individuals. Evening and weekend work may be required.

Date Adopted: