

## CITY OF GLENDALE

<b>TITLE:</b> Police Communications Supervisor	<b>CLASS CODE:</b> 629
<b>REPORTS TO:</b> Police Operations Manager	<b>GRADE:</b> 25
<b>DEPARTMENT:</b> Police	<b>FLSA:</b> N
<b>JOB SPECIFICATION DATE:</b> July 1, 2005 bwg	

### JOB SUMMARY

Supervises personnel responsible for a variety of activities within the Police Communications Division, including the 911 Center, the Station Officer functions, and other assignments within the technical services divisions.

### ESSENTIAL FUNCTIONS

1. Plans, coordinates, supervises, schedules, and evaluates the work of Communications Specialists and/or Police Officers involved in technical and clerical duties within the Police Communications area of the Police Department.
2. Assists Communication Specialists in all areas of police communications, including answering emergency telephone lines, dispatching calls, and entering information into the computer aided dispatch system.
3. Trains and evaluates new and existing employees, volunteers, and temporary help in all areas of police communications.
4. Supervises sworn and non-sworn personnel taking police reports from citizens over the phone and in person as walk in traffic at the Police Department; conducts interviews with crime victims and suspects.
5. Reviews subordinate's police reports for accuracy and thoroughness.
6. Conducts or oversees certification testing on computerized equipment.
7. Prepares and maintains daily, monthly, and annual statistical reports.
8. Coordinates employee briefings on new procedures, requirements, and current events.
9. Handles customer inquiries and complaints concerning the actions of communication division personnel.
10. Coordinates the activities of the division with other police personnel to ensure the smooth operation of the Police Department.
11. Sets up an emergency operations dispatch center as necessary in emergency or disaster situations.
12. Assists in preparing and reviewing new and existing policies and procedures.
13. Participates in the development and monitoring of the division budget.
14. Maintains, records, and makes corrections to the 911 database and radio equipment.
15. Maintains control of equipment, supply inventory; performs minor maintenance on equipment.
16. Reviews tapes of Police communications for conformance to standards; makes copies of tapes for investigations, the media, and County Attorney's Office.
17. Maintains a database of all radio equipment, makes minor repairs, maintains database of repairs; programs radios; makes changes in radio system as necessary.
18. Monitors and resets fire alarms as needed.
19. Attends meetings and seminars on communication systems; evaluates systems; reports back to staff.
20. Acts as Police Operations Manager as required.
21. May perform supervisory duties in other divisions of technical services.
22. Makes presentations to various public and civic groups on communication functions.
23. Functions as the department's forensic artist and performs related functions as required.

### SECONDARY FUNCTIONS

24. Performs other related duties as required.

## **KNOWLEDGE, SKILLS, AND ABILITIES**

### **Knowledge of:**

- The principles and practices of modern police operations
- Computer aided dispatch systems and other state of the art police communication radio equipment
- Effective supervisory practices
- Layout of the city and adjoining areas
- Federal, state, and city laws and regulations; departmental policies, procedures, and operations
- Computer programming of radios, telephone lines, and modems
- Basic investigative and interviewing techniques

### **Skill in:**

- The operation of equipment utilized in the communication division, including good keyboard skills
- Interviewing techniques

### **Ability to:**

- Supervise and evaluate subordinates
- Explain, train, and test employees for certification on specialized computer terminals
- Track and update officer status for up to 70 Police Officers
- Quickly and accurately analyze and respond to crisis or stressful situations
- Investigate and resolve citizen complaints
- Initiate investigations of misdemeanor and felony crimes
- Prepare accurate and comprehensive reports
- Perform routine equipment maintenance and contact vendors for more serious problems

## **WORKING CONDITIONS**

Office Setting. Trains subordinates on stressful 911 lines and other Police Communication networks. The position supervising station officers may involve potentially hazardous situations with hostile individuals.

## **MINIMUM REQUIREMENTS**

Associate degree in criminal justice, police administration, business or public administration, or a related field and one year of experience as a police communications specialist.

Any equivalent combination of training, experience, and education that provides the required knowledge, skills, and abilities, is qualifying.

## **SPECIAL REQUIREMENTS**

- Must be available to work rotating shifts
- Subject to emergency call back duty
- Level A Terminal Operator certification is required