

NEW CASTLE COUNTY GOVERNMENT

Number 1079

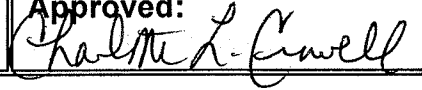
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CLASS SPECIFICATION

Date 05/05/08

Title: POLICE COMMUNICATIONS SUPERVISOR

Approved:



GENERAL STATEMENT OF DUTIES: Directs and supervises a platoon of Emergency Call Operators and Police Communications Specialists in the Police Communications Section of the Emergency Communications Division; does related work as required.

DISTINGUISHING FEATURES OF THE CLASS: An employee in this class is considered a working supervisor and oversees the decisions and work activities of the platoon members in receiving and processing emergency incident information, in assigning and coordinating the police units necessary to respond to the incidents, and in monitoring and assisting police units as needed. The employee utilizes a computer-aided dispatch (CAD) system computer, Enhanced 9-1-1 system computer, an Automatic Vehicle Locator computer system, a laser disc mapping system, various radio systems, and other computerized information systems such as the Delaware Justice Information System (DELJIS), the National Crime Information Center (NCIC) system, and the National Law Enforcement Telecommunication System (NLETS). The employee serves as liaison with local, state, regional, and federal law enforcement agencies and other public safety agencies. Responsibilities include ensuring the correctness and accuracy of the work of assigned staff, training staff members, ensuring that all technical and computer equipment is fully maintained and operative, preparing a variety of reports and statistical information, and working with the Enhanced 9-1-1 system to research the origin of calls and initiate call-back on disconnected calls as needed. Responsibilities also include coordinating, maintaining, and disseminating a wide variety of logistical support information and operating a mobile communications unit as needed. The employee will be required to take training courses pertaining to the work. Work is performed under the general supervision of the Emergency Services Team Leader or other designated supervisor.

EXAMPLES OF WORK: (Illustrative Only)

- Oversees the receipt, triaging, and dispatching of the appropriate response to emergency incidents;
- Supervises call-taking and dispatching staff and activities on an assigned shift and makes work assignments;
- Prepares duty schedules and maintains attendance and personnel records;
- Ensures that work is performed in accordance with regulations and required procedures;
- Monitors and evaluates personnel performance and conducts performance appraisal discussions;
- Keeps records on incidents and statistics and prepares a variety of forms, logs, and reports concerning the work;
- Ensures that all computer equipment, associated terminals and printers, radios and other technical equipment is fully operative and maintained and arranges for outside repair as needed;
- Researches origin of calls and initiates call back to disconnected calls using the Enhanced 9-1-1 system;
- Prepares, maintains and reviews with assigned staff operating procedures, reference materials, maps, directories, emergency and disaster plans, training information, and other work-related information;
- Re-tapes tracts from 24-hour logging tape for investigations, critiques, and training;
- Conducts scheduled and unscheduled tours of Communications Center facilities;
- Updates supplemental information such as premise history and provides information on special hazards to field units;
- Utilizes the Automatic Vehicle Locator to determine the location of vehicles and the closest available unit to dispatch to an incident;

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Charlotte L. Cowell

- Utilizes the laser disc computer mapping system as an aid in determining the exact location of an incident;
- Performs the duties of a Police Communications Specialist or Emergency Call Operator when not performing supervisory duties;
- Logs on all units on each shift;
- Maintains constant update of location and status of all mobile field units;
- Responds to "Officer-in-Trouble" alarms received through the Automatic Vehicle Locator System and portable radio alarm system and coordinates the proper response;
- Compiles reports from the Teleserve Information System as a back up to the regular assigned Police Officer;
- Initiates and disseminates General Broadcast information regarding stolen vehicles, wanted and missing persons, and crime suspects;
- Maintains radio contact with, and coordinates activities of, special operations units, undercover units, stakeout units, drug teams, warrant teams, and emergency response teams;
- Updates geographic file information;
- Utilizes Delaware Justice Information (DELJIS) Computer terminal to access and research information on motor vehicles, complaint history, wanted persons, criminal history, and other information and to access the National Crime Information Center (NCIC) for similar information and disseminates this information in accordance with regulations and procedures;
- Initiates and/or receives calls from, and maintains contact with, suicidal subjects, barricaded subjects, and hostage takers until emergency response personnel are on the scene and continues hostage negotiations as needed until the situation is resolved;
- Promotes an ongoing attitude of dedication to excellent public service and ensures that external and internal customers are provided with the highest quality of service.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES: Thorough knowledge of street and highway systems in New Castle County; good knowledge of Federal and State regulations governing radio transmissions; thorough knowledge of public safety services; ability to determine the nature and magnitude of emergencies; ability to communicate courteously and effectively both verbally and in writing; ability to work with computer systems and related equipment, multiple telephone lines, and radios; ability to exercise sound judgment and to carry out functions effectively under stressful conditions; ability to develop effective working relationships with others; ability to type at least 30 words per minute; ability to supervise and direct others in emergency situations.

MINIMUM QUALIFICATIONS: At least three years experience in police communications to include at least one year experience as a Police Communications Specialist with New Castle County and possession of a High School Diploma or GED; or an equivalent combination of experience, education or training directly related to the required knowledge, skills, and abilities.

ADDITIONAL REQUIREMENTS: Must pass a Class III County physical, psychological examination and background check.

HISTORY OF REVISIONS:

Established: 01/12/93
Revised: 05/01/99
Revised: 11/01/03
Revised: 05/05/08