



HUMAN RESOURCES DEPARTMENT

## POSITION DESCRIPTION

**TITLE:** Police Communications Supervisor      **LAST UPDATED:** 09/09/2013  
**DEPARTMENT:** Police      **JOB CLASS:**  
**REPORTS TO:** Police      Communications      **FLSA DESIGNATION:** Non-Exempt  
Manager

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**Summary:** Under general supervision of the Communications Manager, the Communications Supervisor assists in the management of the Division's daily operations, which includes supervising the division employees and monitoring the Communications center. Responsible for recommending and implementing policies and procedures. Assists Manager with monitoring procedural adherence in responses to calls for Police, Fire or Emergency Medical Services (EMS). Supervises and assists assigned dispatcher staff. Police Communications Supervisor will also perform the duties of police dispatcher as needed.

*The intent of this position description is to provide a representative summary of the major duties and responsibilities performed by incumbent(s) in this position. Incumbent(s) may not be required to perform all duties in this description and incumbent(s) may be required to perform position-related tasks other than those specifically listed in this description.*

### Essential Job Functions:

- Assigns tasks, coordinates schedules and evaluates performance of assigned staff.
- Identifies and coordinates training needs for communication division personnel.
- Conducts in-service training on current communications division standards and practices.
- Assists Communications Manager in the development and implementation of policies and procedures for communications division personnel and communications division operations.
- Prepares written documentation on personnel related matters and operational activities
- Monitors dispatch responses, data entry, reports, citations, and alarm permits.
- Assists Manager with monitoring activity and dispatch communications by listening to and reviewing calls, by providing technical guidance and assistance to staff, and by addressing infractions of policies and procedures appropriately.
- Researches, retrieves and analyzes statistical information from the Computer Assisted Dispatch, TCIC/NCIC (Texas Criminal Information Center and National Criminal Information Center) and TLETS/NLETS (Texas Law Enforcement Telecommunications System/National Law Enforcement Telecommunications System) databases.
- Prepares audio tapes for the Criminal Investigation Division (CID).
- Assists with responding to and dispatching emergency service and assists staff with resolution of issues.
- Maintains, updates, backs up and provides disaster recovery procedures for Communication division databases.
- Orders section supplies, equipment and maintenance as needed.
- Develops and monitors division's annual budget.

### Other Important Duties:

- Must be available to work rotating shifts.
- Travels to meetings, conferences and training.
- Performs other related duties as assigned.

- Regular and consistent attendance for the assigned work hours is essential.

**Required Knowledge and Skills:**

- Knowledge of TCIC/NCIC, TLETS/NLETS and CJIS rules, regulations, and certification requirements.
- Knowledge of methods, practices and procedures for responding to and dispatching emergency services.
- Knowledge of research, analysis, and retrieval techniques to develop statistical information.
- Knowledge of computers and related equipment, hardware and software.
- Knowledge of City policies and procedures.

**Required Knowledge and Skills (continued):**

- Skill in effective oral and written communications.
- Skill in responding effectively and appropriately to emergency calls for assistance.
- Skill in planning and implementing departmental procedures and objectives.
- Skill in effectively supervising and delegating duties to assigned staff.
- Skill in resolving customer complaints and concerns.

**Preferred Education, Experience, and Certifications:**

- High School Diploma or G.E.D., completion of TCLEOSE certification class, **and** two (2) years police dispatcher experience, one (1) year of which is in a lead or supervisory role; **or** equivalent combination of education and experience.
- Must possess and maintain Texas Law Enforcement Dispatch Certification, TCIC/NCIC, NLETS/TLETS, Positron 9-1-1 Equipment, TTY and NAED EMD certifications.
- Must pass a pre-employment drug screen, criminal background investigation, psychological and polygraph tests and MVR check.
- Must possess State of Texas Drivers License.

**Environmental Factors and Conditions/Physical Requirements:**

- Work is performed in a police department dispatching section setting.
- May be subject to repetitive motion such as typing, data entry and vision to monitor.
- May be subject to occasional bending, reaching, kneeling and lifting such as retrieving or replacing video or audio tapes, retrieving and replacing files and records.
- May be exposed to extended periods of sitting, viewing monitors and/or talking on the telephone or radio.
- May be exposed to prisoners, irate and hostile individuals, emergency situations, and a high stress environment.
- Must be able to occasionally lift up to 25 pounds.

**Equipment and Tools Utilized:**

- Equipment utilized includes personal computer, copier, calculator, fax machine, other standard office equipment, video equipment, tape recorders, and police radios.

*Approved By:*

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*David Shilson, Deputy Police Chief*

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*Date*

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11/19/2013

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*Shannon Allyn, Human Resources Generalist*

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*Date*