

MAJOR FUNCTION

This is supervisory and technical work involving all phases of planning, directing and operating the Communications Center as it relates to public safety and general government calls for service. Work is performed with considerable independence in accordance with Tallahassee Police Department rules and regulations. Supervision is received from a superior who reviews work through observation, reports and results obtained.

ESSENTIAL AND OTHER IMPORTANT JOB DUTIES**Essential Duties**

Plans, organizes, directs and trains employees in operational activities in the Communication Center. Coordinates communication activities with other sections and divisions in the department. Provides technical assistance as needed. Develops and improves the internal organization of the center; develops operational procedures and insures needed personnel and equipment are obtained and effectively used. Serves as an advisor on public safety communications issues to police superiors and other agencies, coordinates efforts to expand and update programmed response dispatching procedures; updates emergency procedures and techniques. Conducts and attends meetings to improve operating techniques. Serves on various committees as needed. Prepares Communications Section budget. Directly supervises shift supervisors to accomplish the goals of the unit. Recommends the hire, transfer, advancement, grievance adjustment, discipline and discharge of assigned staff. Conducts performance evaluations and recommends approval or disapproval of merit increases. Serves as assistant systems administrator for the department's phone services and various computer applications within the department to support the efficient response to emergency and non-emergency calls for service. Performs related work as required.

Other Important Duties

Handles complaints from citizens and other departmental personnel. Inspects equipment and arranges for necessary service, installation or repair. Verifies the National and Florida Crime Information entries and deletions for accuracy and validations. Monitors communications operators, assists and provides guidance in emergency situations. Maintains various recorded tapes, logs, and other related items pertaining to operational and personnel matters. Maintains records and repair logs for the communication systems. Requisitions and purchases office supplies. Builds necessary reports within the CAD system for departmental retrieval of statistics. Performs related work as required.

DESIRABLE QUALIFICATIONS**Knowledge, Abilities and Skills**

Thorough knowledge of the geography of the area, its road network, and surrounding area. Thorough knowledge of rules, regulations, and procedures for dispatching and the work of police officers, firefighting personnel and equipment utilized. Thorough knowledge of the methods and practices of operating radio transmitting equipment. Ability to react quickly and calmly in emergencies. Ability to plan, assign, supervise and review the work of a large staff of operators through subordinate supervisors. Ability to communicate clearly and concisely, orally and in writing. Ability to establish and maintain effective working relationships as necessitated by the work. Ability to supervise personnel, manage resources, provide job counseling, assist personnel with problems, and conduct performance evaluations. Ability to conduct in-service training programs for communications section personnel in methods and procedures of receiving and transmitting public safety information. Ability to review reports and logs submitted by subordinates and consult with them concerning discrepancies. Ability to make decisions concerning the dispatching of emergency vehicles and mobile units to the scene of accidents, crimes or fires. Ability to detect, analyze and correct malfunctions in communications equipment, systems and applications used in the provision of

emergency and non-emergency communication services. Skills in preparing, processing and maintaining radio logs, tapes and related communications reports. Skills in inspecting communications equipment within the communications center. Skill in the use of microcomputers and the programs and applications necessary for successful job performance.

Minimum Training and Experience

Possession of an associate's degree and four years of experience that include duties as an Emergency Communications Operator in an emergency communications facility, or an equivalent combination of training and experience. A degree in computer science or a closely related field will substitute for one year of the required experience as an Emergency Communications Operator. Two years of the required experience must have been in a supervisory capacity.

Necessary Special Requirements

Possession of a Florida Crime Information Center Basic Telecommunications certificate at the time of employment.

NOTE: Preference may be given to applicants with experience performing maintenance on and troubleshooting various hardware, software and systems used in the Emergency Communications Center.

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