

POLICE TELECOMMUNICATIONS ASSISTANT SUPERVISOR

Position Code: 1880

WC Code: 9410

FLSA Status: Non-Exempt

Pay Grade: 351

Location: Police

Approval Date: 2023

General Statement of Duties

An employee in this class contributes to the social and economic well-being of our community, keeping Mooresville a safe place to live and work while assisting with supervising telecommunications for the Police Department and Town serving as a lead worker.

Distinguishing Features of the Class

Employees in this class will supervise a staff providing twenty-four-hour emergency communications. Work also includes assisting with overseeing the installation, maintenance, and proper use of various radio, alarm, computer, and other electronic equipment involved in emergency communications. Other duties include personnel management, training, ordering equipment, daily performance review of telecommunicator's performance of duties, and submitting time sheets for payroll. Independent judgment and initiative is required in dealing all aspects of emergency communications, as well as the ability to perform under extremely stressful situations. Work involves frequent public contact which requires professionalism, tactfulness, decisiveness, sensitivity and courtesy. Active listening and the ability to communicate effectively are also required. Work requires the use of Computer Aided Dispatching in recording the information and dispatching the appropriate response. Employees supervise those that constantly monitor and communicate with emergency personnel using multiple radio, data and telephone messaging equipment. Work also includes duties associated accessing multi-agency police records and state/federal criminal and traffic databases. Work is performed in accordance with departmental policy and State and federal law. Employees may be required to work long shifts including night shifts, holidays and weekends as needed. The employees are subject to inside environmental conditions. Work is performed under the general supervision of the Telecommunications Manager. Performance is evaluated through review of work performed and through periodic conferences.

Duties and Responsibilities

Supervises shifts of telecommunicators who handle emergency and routine calls for law enforcement services; plans and assigns work; assists in the hiring and training of new personnel, and provides coaching and evaluation for staff; assists in developing work schedules assuring that the communication center is always adequately staffed.

Assists with computer system administration tasks including troubleshooting equipment malfunctions, liaison with software and hardware vendors, updates system data files, and training new users.

Assist the Terminal Agency Coordinator in the validation of DCI entries as required and reviewed by the State of North Carolina.

Supervises the training of new employees in the use of Computer Aided Dispatching equipment, multi-channel trunked radio equipment, computerized telephone equipment, recording equipment, PISTOLS records management system, and departmental procedures.

Supervises staff that receives routine and emergency communications and in-person requests for assistance concerning crimes, disorders, personal crisis, public utilities, or general questions and operates radio, data and telephone messaging equipment to maintain contact with police personnel and other law enforcement units.

Establishes and promotes community awareness for effective use of emergency communications services such as E-911.

Tracks statistical information and evaluate service delivery.

Prepares management reports requested.

Performs customer service work for the police department assisting visitors with information, procedures, obtaining reports and other needs.

Supervises the updating of various indexes and software as needed.

Responds to complaints, questions, and information about the communication division's role in the law enforcement agency.

Serves as a telecommunicator on a shift as needed; operate CAD, DCI, NCAWARE, CJLEADS, computerized telephone system, and other software needed in the performance of duties.

Performs other duties as requested. Administration reserves the right to add or amend duties at any time.

Recruitment and Selection Guidelines

Knowledge, Skills, and Abilities

Thorough knowledge of the operations of an Emergency Telecommunications Center.

Thorough knowledge of the protocols and dispatch of the appropriate emergency services and equipment.

Thorough knowledge of basic computers, electronics, and technical language.

Considerable knowledge of computer data terminals, multi-line digital telephone equipment and 2-way radio operation.

Considerable knowledge of the operation of a police communications and information system.

Considerable knowledge of the geographic layout of the Town, and the locations of streets, important buildings, and other landmarks.

Considerable knowledge of proper incident and related report completion.

Considerable knowledge of the practices and procedures of the Police Department.

Knowledge of modern effective supervisory methods and practices and have the ability to plan, direct and control work and employees involved in the Communications Division.

Skill in data entry.

Skill in accurately entering data into the DCI and NCIC database.

Skill in operating a multi-channel trunking radio system, multiple data terminals and telephone systems

Ability to recognize computer malfunctions, to recover using basic techniques and to resolve more difficult issues with software vendors or staff technology workers.

Ability to maintain confidentiality of criminal records, computer information databases, and in-house police information.

Ability to accurately recognize, understand and transmit vital information.

Ability to assess people and situations, to apply sound judgment, to remain calm under stressful conditions and to elicit sufficient and essential information for dispatching and assisting field personnel.

Ability to perform data entry at the proper speed and accuracy.

Ability to communicate effectively, orally and written.

Ability to follow oral and written instructions.

Ability to establish and maintain effective working relationships with administration, officers, subordinates, department directors, key employees in other departments, and town officials.

Physical Requirements

While performing the duties of this job, the employee is frequently required to reach with hands and arms, sit, talk, hear, push, pull, and perform repetitive motions. Hand and finger dexterity is needed to operate computer terminals and equipment.

Employees in this position meet the physical requirements for telecommunicators from the North Carolina Sheriff's Education and Training Commission. Education. Must be able to perform sedentary work exerting up to 10 pounds of force occasionally; and a negligible amount of force frequently or constantly to move objects.

Must possess the visual acuity to perform extensive reading and computer terminal work.

Minimum Education and Experience

Associate's Degree in Emergency Management, Public Safety Administration, or a related field; a minimum of five years of emergency communications experience; and NENA ENP certification or APCO RPL certification. An equivalent combination of industry specific education, training, and experience that demonstrates the candidate can successfully perform the essential duties of the opening may also be considered.

Special Requirements

Certification by the State of North Carolina as a DCI Operator in all three modules.

Valid NC Driver's License.