



Job Description

Communications Supervisor

Pay Grade: G10

Employment Status: Full-Time

FLSA Status: Exempt

Experience Required: Minimum four (4) years of supervisory experience in police communications operations and/or 5 years as a police communications operator or In a closely related field.

Minimum Education Requirements: High School Diploma or G.E.D.

Department: Police

Direct Supervisor: Assigned Lieutenant.

Supervisory Responsibility: Direct (10); Indirect (x)

Primary Work Location: Police Communications Center.

Certification: Valid State of Florida driver's license. Public Safety Telecommunications State Certification. National Crime Information Center Certification, Florida (NCICF).

Job Summary: Performs responsible administrative and supervisory work directing the overall communication activities and personnel responsible for all police telecommunications, 911 responses and FCIC/NCIC compliance.

Essential Job Functions

An employee in this position may be called upon to do any or all of the following essential duties:

- Plan, organize, and direct all activities and personnel of the Communications Division.
- Train, schedule, supervise, evaluate, and assess the performance of subordinates.
- Serve as the Local Agency Instructor for CJIS certification and is the point of contact for the DAVID system.
- Participate in the hiring process for new Communications Officers.
- Oversee the training, record keeping, and other administrative functions.
- Investigate and solve problems, both operational and personnel.
- Prepare reports, as required.
- Attend departmental staff meetings.
- Perform Communications Officer duties from time to time.
- Fulfill the duty of the Terminal Agency Coordinator (TAC) to ensure compliance with FCIC and NCIC policies and act as the liaison between the agency and FDLE in matters involving these systems.
- Work as a Communications Officer as required on a weekly basis.
- Perform other job duties as assigned.

Knowledge, Skills, and Abilities (KSA's) for Position

An employee in this class must have the following knowledge, skills, and abilities upon application:

Knowledge

- Supervisory concepts and practices.



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- Rules and regulations of the Department.
- Physical and social characteristics of the City.
- Federal, State, and municipal laws and regulations.
- Police communications systems.

Skills

- Strong written and oral communications and relational skills.
- Public relations and customer service.
- Operation of communication equipment.
- Efficient operation of the communication and retrieval equipment in the system.
- Follow and relay oral and written instructions, policies and procedures.
- Operate a variety of office equipment, including computer terminal, printer, calculator, fax, typewriter, and copier.

Abilities

- Elicit information from citizens who are distressed or in a confused state, necessary for proper dispatching.
- Assess people and situations and use judgment in decision making.
- Plan, assign, instruct, supervise, and evaluate work of subordinates.
- Deal courteously and fairly with the public.
- Read and speak effectively in stressful environment.
- Establish and maintain effective working relationships with other employees.
- Input and retrieve information from a computer at a prescribed rate of speed.

Physical Demands

The work is sedentary work which requires exerting up to 10 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Additionally, the following physical abilities are required:

- Fingering: Picking, pinching, typing, or otherwise working, primarily with fingers rather than with the whole hand as in handling.
- Grasping: Applying pressure to an object with the fingers and palm.
- Handling: Picking, holding, or otherwise working, primarily with the whole hand.
- Hearing 1: Perceiving the nature of sounds at normal speaking levels with or without correction. Ability to receive detailed information through oral communication, and to make the discrimination in sound.
- Hearing 2: Ability to receive detailed information through oral communication, and to make the discrimination in sound.
- Mental Acuity: Ability to make rational decisions through sound logic and deductive processes.
- Reaching: Extending hand(s) and arm(s) in any direction.
- Repetitive Motion: Substantial movements (motions) of the wrist, hands, and/or fingers.
- Speaking: Expressing or exchanging ideas by means of the spoken word including the ability to convey detailed or important spoken instructions to other workers accurately and concisely.



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- Talking 1: Expressing or exchanging ideas by means of the spoken word including those activities in which they must convey detailed or important spoken instructions to other workers accurately, loudly, or quickly.
- Visual Acuity 1: Have close visual acuity to perform an activity such as: preparing and analyzing data and figures; transcribing; viewing a computer terminal; and/or extensive reading.
- Visual Acuity 2: Including color, depth perception, and field vision.
- Visual Acuity 3: Visual Acuity to determine the accuracy, neatness, and thoroughness of the work assigned or to make general observations of facilities or structures.

**This position description is a general guideline for work behavior and is not intended to be a comprehensive listing of all job duties. Therefore, it is also not, nor can it be implied to be, a contract of employment. The contents of this position description may be changed without notice, and employment may be terminated by either party, at will. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.

Signatures / Date

Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions of this job.

Check the appropriate box, fill in the needed accommodations, if required, then sign and date.

- ☐ I have read and understand this job description and acknowledge that I am able to complete the essential functions of my job without accommodations.
- ☐ I have read and understand this job description and I would require the following reasonable accommodations to fulfill the essential functions of this job:

Employee Signature

Date

Supervisor Signature

Date

Human Resources

Date