To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.

Communications Supervisor

Department: Police
Pay Grade: 115
FLSA Status: Exempt

JOB SUMMARY
Performs responsible administrative and supervisory work directing the overall communication activities and personnel responsible for all police telecommunications and 911 responses. Work is performed under general direction.

ESSENTIAL JOB FUNCTIONS
- Plans, organizes, and directs all activities and personnel of the Communications Division.
- Schedules and assigns personnel.
- Serves as the Local Agency Instructor for CJIS certification.
- Participates in the hiring process for new Communications Officers.
- Conducts performance evaluations for all assigned employees.
- Investigates and solves problems, both operational and personnel.
- Prepares reports, as required.
- Oversees the training, record keeping, and other administrative functions.
- Trains, schedules, supervises, evaluates, and assesses the performance of subordinates.
- Attends departmental staff meetings.
- Performs Communications Officer duties from time to time.
- Fulfills the duty of the Terminal Agency Coordinator (TAC) to ensure compliance with FCIC and NCIC policies and acts as the liaison between the agency and FDLE in matters involving these systems.
- Performs other duties as assigned.

QUALIFICATIONS
Education and Experience:
High School Diploma or possession of an acceptable equivalency diploma and four (4) years of supervisory experience in communications operations.
Special Qualifications:
• Possession of a valid Florida Driver’s License.
• NCIC/FCIC certified.

Knowledge, Skills and Abilities:
• Knowledge of supervisory concepts and practices.
• Knowledge of rules and regulations of the Department.
• Knowledge of the physical and social characteristics of the City.
• Knowledge of Federal, State, and municipal laws and regulations.
• Knowledge of police communications systems.
• Ability to plan, assign, instruct, supervise, and evaluate work of subordinates.
• Ability to deal courteously and fairly with the public.
• Ability to read and speak effectively.
• Ability to establish and maintain effective working relationships with other employees.
• Ability to 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.
• 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.

**WORK ENVIRONMENT**
- Works inside in an office environment.