



## CITY OF INGLESIDE JOB DESCRIPTION

### Telecommunication Supervisor

<b>Department:</b>	Police
<b>FLSA Status:</b>	Non-Exempt
<b>Effective Date:</b>	02/24/2020
<b>Pay Grade:</b>	11

#### POSITION SUMMARY

Performs high level administrative work supervising staff and participating in dispatching law enforcement, fire and non-emergency calls for emergency and public safety services on an assigned shift, and related work as apparent or assigned. Work is performed under the limited supervision of the Chief of Police. Continuous supervision is exercised over Telecommunication Officers.

#### QUALIFICATION REQUIREMENTS

*To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable an individual with disabilities to perform the essential functions.*

#### ESSENTIAL DUTIES AND RESPONSIBILITIES

- Oversees and operates an emergency telecommunication system; manages operation of internal and external communications via telephone and radio.
- Receives complaints and requests for service; obtains necessary information and dispatches personnel and/or advises callers of proper contact for assistance or information.
- Manages, trains, assigns and directs work; performs employee evaluations on assigned personnel; coaches and mentors' staff; develops staff schedules; recommends hiring, termination, and discipline of staff; ensures County guidelines are followed; contacts supervisor regarding problems for resolutions.
- Ensures compliance with local, state, and federal policies procedures, rules, and regulations.
- Operates a computer terminal; transmits and receives information via Department of Criminal Information (DCI) and National Crime Information Center (NCIC) networks; prepares criminal histories as requested; assigns incident numbers and tracks progress on various calls for service.
- Indexes and backs-up computer aided dispatch system and tests satellite phone and radio equipment.
- Performs computer assisted and manual records checks; maintains computer files, logs, and databases; retrieves, enters, modifies, clears, and cancels database records.
- Enforces proper use and care of communication equipment; researches and recommends department purchases and equipment or software installations.
- Monitors all entrances into the Public Safety Complex.
- Accepts payments for warrants and cash bonds; maintains a cash drawer.
- Attends continuing education workshops and classes to maintain certifications and improve job skills.
- Performs the work of a Telecommunications Officer as needed.

- May be required to work outside normal hours in case of extreme weather conditions and/or employee shortages to provide 24-hour coverage.
- Serves as Terminal Agency Coordinator.
- Performs the functions and responsibilities of a Telecommunications Officer.
- Complete assigned health and safety courses to create a safe work environment

**SUPERVISION RECEIVED AND EXERCISED**

- Under the direction of the Chief of Police
- Continuous supervision

**EDUCATION AND EXPERIENCE REQUIREMENTS**

*Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

**Education** – High School / GED

**Experience** – Moderate Experience in public safety telecommunication dispatch work

**License or Certificate** – Must meet and maintain all department, State and Federal training and education requirements for position  
Valid driver’s license in the State of Texas

**Special Requirements** – Possess Texas commission on Law Enforcement (TCOLE) Master Telecommunications certification upon hire preferred or within 6 months

<b>Required Education</b>	High School / GED
<b>Required Experience</b>	Moderate Experience
<b>Combination OK?</b>	Yes

**KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED**

- Thorough knowledge of the geography of the City and location of important buildings
- general knowledge of the methods of operating the communications system
- general knowledge of radio and teletype procedures
- some knowledge of police methods, practices, and procedures
- ability to speak distinctly
- ability to deal with the public under trying conditions
- ability to operate communication consoles
- ability to acquire and relay information accurately
- ability to prepare and maintain accurate detailed records
- ability to type at a reasonable rate of speed
- ability to multi-task
- ability to establish and maintain effective working relationships with associates, legal representatives, local and public safety officials, and the public.

<b>Admin.</b>	Memos, letters, and reports
<b>Supervision:</b>	oversees Telecommunications
<b>Training:</b>	Assigns

**PHYSICAL DEMANDS**

*The physical demands herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform these essential job functions.*

- This work requires the occasional exertion of up to 25 pounds of force
- work regularly requires sitting, speaking, or hearing, using hands to finger, handle or feel and repetitive motions and occasionally requires standing
- work has standard vision requirements; vocal communication is required for expressing or exchanging ideas by means of the spoken word and conveying detailed or important instructions to others accurately, loudly, or quickly
- hearing is required to perceive information at normal spoken word levels and to receive detailed information through oral communications and/or to make fine distinctions in sound
- work requires preparing and analyzing written or computer data and observing general surroundings and activities
- work has no exposure to environmental conditions
- work is generally in a moderately noisy location (e.g. business office, light traffic).

<b>Weight</b>	10-25 lbs.
<b>Environment</b>	Mod. noisy
<b>Physical Activity</b>	Moderate

**Personnel and Policy Handbook section 3-C**

*“all new employees are required to complete the FEMA IS-100, IS-200, and IS-700 within the first six (6) months of employment. All supervisors and managers are also required to complete the FEMA IS-300 and IS-400 within six (6) months of holding position.”*

*Note: The above statements are intended to describe the general nature and level of work being performed by the incumbent(s) of this job. They are not intended to be an exhaustive list of all responsibilities and activities required of this position. Nothing in this job description restricts management’s right to assign duties and responsibilities to this job at any time. The omission of specific job duties does not exclude them from the position if the work is similar, related or a logical assignment to the position. The job description does not constitute an employment contract and is subject to change as the needs of the employer and requirements of the job change.*

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date