

HEWITT TEXAS

Job Title: Communications Supervisor

Department: Police

Location: Hewitt Public Safety Facility

Reports to: Assistant Chief of Police

Date: 2/15/2018

Grade: 13	Type of Position: <input checked="" type="checkbox"/> Full-Time <input type="checkbox"/> Part-Time <input type="checkbox"/> Seasonal <input type="checkbox"/> Intern	Classification: <input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Non-Exempt	Safety Sensitive: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
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Job Summary: Under the general supervision of the Assistant Chief of Police, the Communications Supervisor directs and oversees personnel, planning, and operational functions of the Police Department dispatch desk. This is a highly responsible supervisory position that involves daily administration and application of modern police communications' principles and practices.

Essential Functions: Supervise Communication Specialists on an assigned shift to include: scheduling, prioritizing and assigning work, conducting performance evaluations, coordinating continued education and training, and interpreting and enforcing policies and procedures. Keep updated on all TLETS/NLETS, TCIC/NCIC and local polices for police communication.

Supervise and participate in operating a multi-line phone system to answer incoming 911 emergency and non-emergency calls. Operate and perform daily maintenance on multiple computers, radios and other communication equipment. Act as the primary dispatcher for police/fire as needed.

Maintain and prepare official police department documents, files, records, logs, statistics, case reports, and applicable personnel records. Make and distribute monthly and quarterly operation reports.

Work independently in the absence of specific instruction or supervision, but ability to be receptive to supervision. Communicate with the public both on the phone and in person with the ability to use tact and diplomacy. Greet visitors and assist them with requests or direct them to the appropriate personnel. Partner with Local, State, and Federal agencies.

Analyze problems and follow through with solutions. Maintain a clean and orderly work area. Be at assigned work places during regularly scheduled times. Ability to understand and follow written and oral instructions. Perform other related duties as assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Competencies: Diplomacy when dealing with others, Communication skills, Leadership skills, Attention to detail, Computer/technical skills, Problem-solving skills

Required Education, Experience, and Qualifications: High school diploma or GED, Intermediate TLETS License from TOCLE required. Possess a valid Texas Class C Driver’s License. Must meet all requirements for appointment as a Communications Specialist as set in the state and local statutes, ordinances and regulations. Must have a minimum of 4 years of service in a Communication Specialist position.

Preferred Education, Experience, and Qualifications: Previous supervisory experience preferred.

Physical Requirements:

Overall Strength Demands: The following describes the overall strength demand of the functions performed by the incumbent during a typical workday.

Sedentary <input checked="" type="checkbox"/>	Light <input type="checkbox"/>	Medium <input type="checkbox"/>	Heavy <input type="checkbox"/>	Very Heavy <input type="checkbox"/>
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally, 10-25 lbs. frequently, or up to 10 to 20 lbs. constantly.	Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

Physical Demand Codes: The following describe if the incumbent is expected to exert the following physical demands during a typical workday and the overall frequency.

Frequent reaching, sitting, talking, seeing, hearing, and manual dexterity.

Machines, Tools, and Equipment: Telephone system, computer, specialized equipment

Expected Hours of Work: Days and hours of work are Monday through Thursday, 10 hour shifts. Occasional work on extra assignments as needed.

Environmental Factors: Generally works in a climate controlled indoor environment. Maybe exposed to dust and odors.

This job description is not an employment agreement, contract agreement, or contract. Management has exclusive right to alter this job description at any time without notice

Employee Print Name: _____ Date: _____

Employee Signature: _____