

RUTHERFORD COUNTY, TENNESSEE

CLASSIFICATION SPECIFICATION

CLASSIFICATION TITLE: SERGEANT- COMMUNICATIONS

PURPOSE OF CLASSIFICATION

The purpose of this classification is to supervise activities of communications officers engaged in processing requests for emergency/non-emergency assistance and dispatching law enforcement, fire, or other agency resources. Duties and responsibilities include supervising and training employees, overseeing and monitoring dispatch activities, ensuring clear communications between communications officers and emergency units, overseeing operation of department computers and communications equipment, performing administrative tasks, performing dispatch activities, maintaining records, and performing additional tasks as assigned. Reports to Lieutenant of Communications.

ESSENTIAL FUNCTIONS

The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.

Supervises, directs, and evaluates assigned staff, processing employee concerns and problems, directing work, counseling, disciplining, and completing employee performance appraisals; conducts interviews and makes hiring recommendations.

Coordinates daily work activities; organizes, prioritizes, and assigns work; monitors status of work in progress and inspects completed work; develops work schedules to ensure adequate coverage; consults with assigned staff, assists with complex/problem situations, and provides technical expertise.

Ensures compliance with all applicable codes, laws, rules, regulations, standards, policies and procedures; ensures adherence to all communications procedures; initiates any actions necessary to correct deviations.

Consults with supervisor and other officials to review communications operations/activities, review/resolve problems, receive advice/direction, and provide recommendations; ensures appropriate supervisory personnel are notified of problems/emergencies.

Coordinates unit work activities with other divisions/departments, law enforcement personnel, emergency medical personnel, emergency management agencies, outside agencies, or others as needed.

Supervises telecommunications activities; provides leadership to staff during emergency situations; monitors radio activity and staff response to incoming calls to ensure proper handling/processing; implements quality assurance activities; communicates new/revised procedures and information to staff members; assists staff in handling calls when needed; assumes supervisory monitoring of calls involving major or potentially dangerous situations..

Responds to questions or complaints questions related to communications activities and personnel; researches problems/complaints, reports findings to supervisor, and initiates problem resolution.

Performs administrative tasks; assists with development and implementation of departmental policies and procedures; assists once a year in bidding shifts to form work schedule to provide for twenty-four hour coverage; processes timesheets and payroll documents; monitors overtime, vacation/sick time, and related records.

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Supervises operation of NCIC, TCIC, and CAD systems and other equipment utilized by communications personnel; ensures security, confidentiality, and integrity of information maintained in computer systems; troubleshoots problems involving computer systems, terminals, and related hardware.

Supervises and assists with operation of communications equipment, multi-telephone lines, and computers associated with police, fire, E-911, and emergency medical communications, which may include telephone equipment, radio communications equipment, audio recorder, TTY/TDD machine, NCIC/TCIC computers, alarm panels, general office equipment, or other equipment/systems.

Supervises and assists in receiving, screening, processing, and monitoring emergency 911 calls and non-emergency calls from the public and other police/public safety agencies by radio and telephone; evaluates, categorizes, and prioritizes calls; determines proper zone/jurisdiction of request; refers callers to other agencies as appropriate; receives routine calls for the department and records messages for department personnel.

Dispatches appropriate agency personnel to incident locations; determines nature of emergency, location of incident, number of units needed, and nearest available units; dispatches law enforcement units, fire fighters, wreckers, or other agencies as appropriate.

Maintains communications with all parties involved in emergency situations; monitors status/location of officers and emergency units; assists emergency personnel in locating addresses; conveys information between callers and emergency personnel, general public, public safety agencies, hospitals, utilities, businesses, alarm companies, department personnel, or other individuals/agencies; traces hang-up calls to initiate emergency response; responds to requests from officers for backup, emergency units, information, or other assistance.

Coordinates communications between various emergency agencies during disasters, major accidents, hazardous materials incidents, or other major emergency situations; notifies Emergency Management Agency, specialized law enforcement units/teams, local hospitals, or other emergency personnel of emergency situations.

Responds to requests from law enforcement personnel or other authorized individuals for information involving license plates, driver's license records, criminal history records, warrants, missing/wanted persons, location of individuals, stolen property, telephone numbers, or other information; obtains/provides background information as requested by authorized personnel.

Operates national or state criminal information computer systems (NCIC/TCIC) to retrieve/update criminal information and motor vehicle/license records; enters, removes, confirms, and/or updates various data; runs inquiries on data such as vehicle registrations, driver's license records, criminal histories, warrants, stolen property, or missing/wanted persons; receives BOLO notices and broadcasts/distributes as appropriate; maintains records of NCIC/TCIC validations; ensures integrity/security of data and adherence to NCIC/TCIC requirements.

Operates a computer to enter, retrieve, review or modify data; verifies accuracy of entered data and makes corrections; utilizes word processing, database, spreadsheet, computer-aided dispatch (CAD), or other software programs; performs basic maintenance of computer systems, communications equipment, and general office equipment; inspects equipment for proper operations; monitors equipment alarms to identify problems; performs daily backups of computer data; clears paper jams and replaces audio tapes, paper, ink or toner; coordinates service/repair activities as needed.

Maintains logs, computer records, and hard-copy records of calls, work activities, activities of dispatched units, and related information; enters call details into computer-aided dispatch (CAD) system; prepares complaint cards to record calls of a significant nature; maintains daily logs of shift events/activities; maintains current maps, bulletins, telephone lists, directories, procedures, and other reference materials; shreds/destroys sensitive documents as directed.

Exchanges pertinent information with department personnel, other departments, and outside agencies; distributes incoming information/documentation to appropriate personnel; monitors incoming faxes and teletypes; communicates information relating to special monitoring situations such as extra patrol requests, controlled burns, or BOLO alerts; provides information/documentation to other departments and outside agencies as requested.

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Monitors radio traffic of other departments and other law enforcement, emergency, and non-emergency agencies to respond to radio calls and to maintain an awareness of activities.

Monitors weather updates; provides emergency notification of severe weather to appropriate personnel.

Communicates with alarm companies; coordinates exchange of information between police officers, alarm companies, and key holders or contact persons.

Prepares or completes various forms, reports, correspondence, schedules, performance evaluations, logs, lists, or other documents.

Receives various forms, reports, correspondence, timesheets, logs, lists, NCIC/TCIC bulletins/reports, teletypes, criminal history reports, driver history reports, BOLO notices, validations, pawn shop slips, house checks, NCIC/TCIC guides, 911 guidelines, training materials, policies, procedures, local/jurisdictional maps, street guides, directories, reference materials, or other documentation; reviews, completes, processes, forwards or retains as appropriate.

Maintains file system of department records and documentation.

Responsible for updating wall maps of patrol zones and fire districts.

Monitors inventory levels of department forms and supplies; ensures availability of adequate materials to conduct work activities; initiates orders for new/replacement items as needed.

Communicates effectively and coherently over radio channels while initiating and responding to radio communications.

Communicates with supervisor, employees, other departments, callers, law enforcement personnel, fire personnel, emergency medical personnel, medical facilities, federal/state/local public safety agencies, court officials, utility companies, wrecker services, social service agencies, government agencies, other jurisdictions, the media, the public, outside agencies, and other individuals as needed to coordinate work activities, review status of work, exchange information, resolve problems, or give/receive advice/direction.

Responds to questions or complaints related to department operations; provides information and assistance related to department services, classes, procedures, forms, or other issues; researches problems and initiates problem resolution.

Maintains confidentiality of departmental documentation and issues.

Maintains current knowledge of applicable laws, regulations, policies, and procedures; maintains an awareness of new procedures, trends, and advances in the profession; reads professional literature; maintains professional affiliations; attends seminars, workshops, and training sessions as appropriate.

ADDITIONAL FUNCTIONS

Performs general/clerical tasks, which may include making copies, sending/receiving faxes, filing documentation, or processing incoming/outgoing mail; performs basic cleaning/housekeeping tasks associated with maintaining office and work areas.

May coordinate training activities for all employees; may coordinate initial training, in-service training, continuing education, cross-training, specialized training, and career development training of staff; trains new employees in procedures for dispatching, radio communications, notification of proper personnel, operation of communications equipment, documentation of calls, and related tasks; develops or reviews training materials; monitors and evaluates performance of new employees; maintains training records.

May speak publicly to schools, civic organizations, etc. regarding the duties and responsibilities of the job.

Provides assistance to other employees or departments as needed.

Performs other related duties as required.

MINIMUM QUALIFICATIONS

High school diploma or GED; supplemented by vocational/technical training in public safety dispatching and radio communications; supplemented by two (2) years previous experience and/or training that includes progressively responsible public safety dispatching, radio communications, personal computer operations, and supervision; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job. Must possess and maintain valid 911 Operator certification. Must be a certified dispatcher and must attend APCO Supervisor training. Operation of national/state criminal information systems requires possession and maintenance of valid N.C.I.C., T.C.I.C., T.I.E.S., and/or N.L.E.T.S. Terminal Operator certification.

PERFORMANCE APTITUDES

Data Utilization: Requires the ability to review, classify, categorize, prioritize, and/or analyze data. Includes exercising discretion in determining data classification, and in referencing such analysis to established standards for the purpose of recognizing actual or probable interactive effects and relationships.

Human Interaction: Requires the ability to apply principles of persuasion and/or influence over others in a supervisory capacity.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to operate, maneuver and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.

Verbal Aptitude: Requires the ability to utilize a wide variety of reference, descriptive, and/or advisory data and information.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication, and division; the ability to calculate decimals and percentages; the ability to utilize principles of fractions; and the ability to interpret graphs.

Functional Reasoning: Requires the ability to apply principles of influence systems, such as motivation, incentive, and leadership, and to exercise independent judgment to apply facts and principles for developing approaches and techniques to resolve problems.

Situational Reasoning: Requires the ability to exercise judgment, decisiveness and creativity in situations involving the evaluation of information against sensory, judgmental, or subjective criteria, as opposed to that which is clearly measurable or verifiable.

ADA COMPLIANCE

Physical Ability: Tasks require the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or work station.

Sensory Requirements: Some tasks require the ability to perceive and discriminate visual cues or signals. Some tasks require the ability to communicate orally.

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Environmental Factors: Essential functions are regularly performed without exposure to adverse environmental conditions.

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Rutherford County, Tennessee, is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer. Signatures below indicate the receipt and review of this classification description by the employee assigned to the position and the immediate supervisor.

Employee's Signature

Supervisor's Signature

Date

Date