

POLICE TELECOMMUNICATIONS/RECORDS MANAGER

Position Code: 1881

WC Code: 8810

FLSA Status: Non-Exempt

Pay Grade: 3560

Location: Police

Approval Date: 2017

General Statement of Duties

An employee in this class contributes to the social and economic well-being of our community keeping Mooresville a safe place to live and work while supervising telecommunications and records for the Police Department and Town serving as a lead worker.

Distinguishing Features of the Class

Employees in this class will supervise a staff providing twenty-four hour emergency communications and records management. Work includes developing short term and long range plans for electronic equipment and system needs for the Mooresville Police Department and assisting with the Town of Mooresville. Work also includes overseeing the installation, maintenance, and proper use of various radio, alarm, computer, and other electronic equipment involved in emergency communications. Work includes managing police records for the department. Other duties include personnel management, training, establishing policies and procedures, budget preparation, ordering equipment, yearly performance reviews for all staff, daily performance review of telecommunicator's performance of duties, submitting time sheets for payroll, initiate and follow-up with disciplinary action when necessary in accordance with Departmental and Town policy. Independent judgment and initiative is required in dealing all aspects of emergency communications, confidentiality of records, as well as the ability to perform under extremely stressful situations. Work involves frequent public contact which requires professionalism, tactfulness, decisiveness, sensitivity and courtesy. Active listening and the ability to communicate effectively are also required. Work requires the use of Computer Aided Dispatching in recording the information and dispatching the appropriate response. Employees supervise those that constantly monitor and communicate with emergency personnel using multiple radio, data and telephone messaging equipment. Work also includes duties associated accessing multi-agency police records and state/federal criminal and traffic databases. Work is performed in accordance with departmental policy and State and

federal law. Employees may be required to work long shifts including night shifts, holidays and week-ends as needed. The employees are subject to inside environmental conditions. Work is performed under the general supervision of the Police Major. Performance is evaluated through review of work performed and through periodic conferences.

Duties and Responsibilities

Supervises shifts of telecommunicators who handle emergency and routine calls for law enforcement services; plans and assigns work; assists in the hiring and training of new personnel, and provides coaching and evaluation for staff; develops work schedules assuring that the communication center is always adequately staffed.

Assists with computer system administration tasks including troubleshooting equipment malfunctions, liaison with software and hardware vendors, updates system data files, and training new users.

Coordinates the provision of services and changes in service between the Police Department and other outside agencies.

Assist the Terminal Agency Coordinator in the validation of DCI entries as required and reviewed by the State of North Carolina.

Supervises the training of new employees in the use of Computer Aided Dispatching equipment, multi-channel trunked radio equipment, computerized telephone equipment, recording equipment, PISTOLS records management system, and departmental procedures.

Supervises staff that receives routine and emergency communications and in-person requests for assistance concerning crimes, disorders, personal crisis, public utilities, or general questions and operates radio, data and telephone messaging equipment to maintain contact with police personnel and other law enforcement units.

Develops and administers the communication division's budget; procures equipment and supplies; researches, plans, and coordinates with companies and vendors supplying equipment such as E-911 system, computer aided dispatch, radio, and other electronics systems; coordinates and participates in the installation, maintenance, and repair of said equipment.

Establishes and promotes community awareness for effective use of emergency communications services such as E-911.

Create, maintain, and oversee the development of Mooresville Police Department Communications and Records Standard Operating Procedures; tracks statistical information, and evaluate service delivery.

Oversee the operation of a multi-channel 800 MHz Trunking System with interoperability to 4 neighboring counties.

Prepares management reports requested.

Performs customer service work for the police department assisting visitors with information, procedures, obtaining reports and other needs.

May coordinate the radio communications of federal, state, county, and municipal agencies during natural disasters or other multi-jurisdictional emergencies.

Supervises the updating of various indexes and software as needed.

Responds to complaints, questions, and information about the communication division's role in the law enforcement agency.

Serves as a member of various committees, attends and participates in meeting and other activities as needed.

May serve as a telecommunicator on a shift as needed; operate CAD, DCI, NCAWARE, CJLEADS, computerized telephone system, and other software needed in the performance of duties.

Supervises, plans, prioritizes, assigns, reviews, and participates in the work of the Records Unit staff responsible for a wide variety of administrative responsibilities such as: providing information to the public regarding police-related matters either by multi-line phone or in person; processing the release of public information and open records request in compliance with state statute, approving officer Incident Reports and assisting with data entry related to records keeping with emphasis on State UCR/NIBRS requirements and reporting, and performing various other duties as assigned.

Evaluates employee performance, makes recommendations on hiring, training, termination, and related personnel activities, and initiates progressive discipline process as necessary.

Develops and recommends procedures and policies regarding the Records Unit.

Assigns resources to achieve operational goals and objectives with limited guidance from management.

Ensures compliance with Town Policies and Departmental policies and procedures.

Participates in the development and implementation of unit goals, objectives, policies and priorities.

Gathers and interprets data for reports and staff recommendations.

Coordinates the Department's UCR/NIBRS State reporting.

Performs the duties and functions of a Records Clerk as required.

Acts as the System Administrator for the Department's records management system.

Prepares written responses to subpoenas.

Reviews and approves work assignments to ensure completeness and accuracy.

Prepares recommendations and assists with budgetary planning.

Attends and participates in training seminars and programs; continually keep abreast of changes in procedures, regulations and laws.

Performs other duties as requested. Administration reserves the right to add or amend duties at any time.

Recruitment and Selection Guidelines

Knowledge, Skills, and Abilities

Thorough knowledge of the operations of an Emergency Telecommunications Center.

Thorough knowledge of the protocols and dispatch of the appropriate emergency services and equipment.

Thorough knowledge of police records management.

Thorough knowledge of basic computers, electronics, and technical language.

Considerable knowledge of computer data terminals, multi-line digital telephone equipment and 2 way radio operation.

Considerable knowledge of the operation of a police communications and information system.

Considerable knowledge of the geographic layout of the Town, and the locations of streets, important buildings, and other landmarks.

Considerable knowledge of proper incident and related report completion.

Considerable knowledge of the practices and procedures of the Police Department.

Considerable knowledge of the theory of operation of radio, telephone, and computer systems and how they combine to make an integrated communications system.

Knowledge of modern effective supervisory methods and practices and have the ability to plan, direct and control work and employees involved in the Communications Division.

Skill in data entry.

Skill in accurately entering data into the DCI and NCIC database.

Skill in operating a multi-channel trunking radio system, multiple data terminals and telephone systems

Ability to recognize computer malfunctions, to recover using basic techniques and to resolve more difficult issues with software vendors or staff technology workers.

Ability to maintain confidentiality of criminal records, computer information databases, and in-house police information.

Ability to accurately recognize, understand and transmit vital information.

Ability to assess people and situations, to apply sound judgment, to remain calm under stressful conditions and to elicit sufficient and essential information for dispatching and assisting field personnel.

Ability to perform data entry at the proper speed and accuracy.

Ability to communicate effectively, orally and written.

Ability to follow oral and written instructions.

Ability to establish and maintain effective working relationships with administration, officers, subordinates, department directors, key employees in other departments, and town officials.

Physical Requirements

Must be able to physically perform the basic life operational functions of reaching, pushing, pulling, lifting, fingering, talking, hearing, and perform repetitive motions.

Must be able to perform sedentary work exerting up to 10 pounds of force occasionally; and a negligible amount of force frequently or constantly to more objects.

Must possess the visual acuity to perform extensive reading and computer terminal work.

Must possess the hearing ability as recommended for police officers by the North Carolina Standards Commission.

Minimum Education and Experience

Bachelor's Degree in Emergency Management, Public Safety Administration, or a related field; a minimum of five years of emergency communications experience; and NENA ENP certification or APCO RPL certification. An equivalent combination of industry specific education, training, and experience that demonstrates the candidate can successfully perform the essential duties of the opening may also be considered.

Special Requirements

Certification by the State of North Carolina as a DCI Operator in all three modules.

Valid NC Driver's License.