

CLASS TITLE: Supervising Police Communications Operator

CHARACTERISTICS OF THE CLASS: Under general supervision, supervises and directs a staff of Police Communications Operators engaged in responding to 9-1-1 emergency calls and performing emergency dispatching functions; and performs related duties as required.

ESSENTIAL DUTIES: Functions as a first line supervisor, overseeing a staff of Police Communications Operators responsible for receiving and processing 9-1-1 emergency calls, and dispatching police field units to reported incidents of crime or emergencies; operates a computer-aided dispatch console to monitor group and individual work loads and response times in order to assess efficiency of operations; assigns staff and allocates emergency communications equipment based on activity levels in specific geographical areas and police districts to ensure optimal use of resources; monitors the status of incoming calls and assignments dispatched to police field units; directs the dispatch of additional personnel and public safety support units as required including police technicians, specialists and investigators to incident locations; evaluates staff performance and recommends additional training as needed; ensures that appropriate management personnel are notified of critical incidents; investigates complaints regarding response and level of service provided by staff and prepares recommendations for needed actions; supervises the implementation of emergency plans in response to critical situations beyond the normal scope of operations.

RELATED DUTIES: Provides training to Police Communications Operators on emergency dispatching duties; may operate computer-aided dispatch equipment to dispatch field units to reported incidents of crime or emergencies.

MINIMUM QUALIFICATIONS:

Training and Experience. Three years of progressively responsible experience in emergency communications and dispatching operations requiring the use of computer-aided dispatch equipment.

Knowledge, Abilities and Skill. Considerable knowledge of police operations and police dispatching procedures. Considerable knowledge of radio, telephone and computer-aided dispatch communications systems. Considerable knowledge of geographical locations within the City.

Code: **8604**
Public Safety Service
Fire Service Group
Fire Alarm Operations Series

CLASS TITLE: Supervising Police Communications Operator (cont'd)

Ability to plan, coordinate and supervise the work of Police Communications Operators. Ability to operate radio, telephone and computer-aided dispatch emergency communications equipment. Ability to work under stressful situations.

Good oral and written communication skills. Good typing skills. Skill in the use of computer-aided dispatch communications systems software and equipment.

Working Conditions. Police and Fire Emergency Communications Facility.

Equipment. Headset. Computer-aided dispatch communications equipment including a multiple screen computer console with interactive mapping display, touch-screen telephone and radio controllers, instant recall recording devices, and TTY communications equipment for the hearing impaired.

NOTE: While the list of essential duties is intended to be as inclusive as possible, there may be other duties which are essential to particular positions within the class.

March, 1996
City of Chicago
Department of Human Resources
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