

**SATELLITE BEACH POLICE DEPARTMENT--- POLICY AND PROCEDURE DIRECTIVE
JOB TASK ANALYSIS**

Position Covered:

COMMUNICATIONS SUPERVISOR

Basic Description: (A short narrative describing the position and responsibilities.)

The incumbent in this position is responsible for working as, and supervising the Communications Officers providing a vital communications link between the police department, the general public and patrol officers in the field. This work involves the handling of emergency and non-emergency calls for service, dispatching police officers and fire/rescue personnel, receiving citizen complaints, and operating complex computer systems. The communication officer's actions and decisions bear great responsibility with regard to officer and citizen safety. The incumbent in this position will be expected to perform under high stress situations. They will also be required to deal with citizens and other police agencies on a daily basis. The Communications Supervisor may be assigned to various types of duty and shift hours in accordance with department needs. The Communications Supervisor will provide work instructions and assignments for the Communications Officers.. This employee is required to maintain state-mandated training including FCIC/NCIC operator's certification.

It is the responsibility of the officer to maintain, and take the necessary steps to improve upon, the minimum level of proficiency in job related skills, knowledge, and abilities.

The duties and tasks in this form are not intended to be all-inclusive and the employer reserves the right to assign additional duties and responsibilities as necessary.

TYPICAL DUTIES

COMPLETE PROFICIENCY AND KNOWLEDGE OF THESE DUTIES IS A MINIMUM REQUIREMENT.

Supervise and participate in operation of the department communications center.
Assists and instructs subordinates in the use and care of communications equipment.
Record daily activities in logs and journals.
Schedule communications coverage 24-hours a day, seven day a week.
Gives non-technical information and explains standard procedures.
Explain and interprets general and special orders.
Participate in training new officers as assigned.
Monitor subordinate performance
Perform tasks as outlined in Communications Officer JTA
Work extended hours as required.
Attend meetings pertinent to the operation of the division.
Review and make recommendations on policy and procedure updates as required by legal guidelines and accreditation standards.
Regularly meet and provide information on the Communications Division activities and needs to the Commander over that division.
Complete and maintain a Communications Officer certificate through the Florida Department of Health testing program as required by law by October 1, 2012

USE AS MANY FORMAT SHEETS AS NECESSARY TO COVER THE OBJECTIVES AND REQUIREMENTS

Originator Init. _____ **Reviewer Init.** _____ **Chiefs' Approval** _____ **Date** _____ **Page** 1

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WRITTEN DOCUMENTATION

COMPLETE PROFICENCY AND KNOWLEDGE OF THESE DUTIES IS A MINIMUM REQUIREMENT.

Thoroughly and accurately complete reports/logs, activity cards maintenance logs, and all other department reporting documentation as required.

PUBLIC RELATIONS

COMPLETE PROFICENCY AND KNOWLEDGE OF THESE DUTIES IS A MINIMUM REQUIREMENT.

Actively assist citizens in a polite and professional manner.
Refer the public to the appropriate agencies or services.
Participate in special events when assigned.
Project an overall positive attitude of agency and profession to general public and treat public with courtesy.

MINIMUM MENTAL REQUIREMENTS

Retain information, memorize codes and signals, use reference material with ease.
Basic math skills: percentages, decimals, addition, subtraction, multiplication, division
Ability to read and to distinguish the order of numbers.
Perceptual skills Interpersonal skills, empathy, tolerance, patience,
Ability to get along with many cultures, assess human behavior.
Ability to control emotions and remain calm in crisis situations.
Process, organize, prioritize information; report facts chronologically.
Ability to perform under pressure; react quickly and correctly.
Have the following qualities, truthfulness, integrity, decisiveness, adaptability, and consistency.
Awareness of one's surroundings and attentive to detail.
Ability to concentrate and to keep from being distracted.
Understand nonverbal communication.
Have self-confidence and be self-initiative.
Use logic and judgement; follow directions and orders.
Sense of direction.
Listening comprehension skills.
Ability to perform different tasks simultaneously.

MINIMUM KNOWLEDGE SKILLS

Remain current in field through training, talking with others, reading. Remains aware of functions and services of agency. Professionally present information to others. Working knowledge of department policies and procedures. Decisive.

USE AS MANY FORMAT SHEETS AS NECESSARY TO COVER THE OBJECTIVES AND REQUIREMENTS

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This is Attachment "B" to Directive Number 8.00 **JOB TASK ANALYSIS FORMAT**

02/20/12

**SATELLITE BEACH POLICE DEPARTMENT---POLICY AND PROCEDURE DIRECTIVE
JOB TASK ANALYSIS**

Position Covered:

COMMUNICATIONS SUPERVISOR

MINIMUM PHYSICAL REQUIREMENTS

Keen hearing.
Communicate verbally in English with ability to enunciate.
Write legibly in English, using proper grammar, spelling, and punctuation.
Manual and finger dexterity.
Ability to sit for extended periods of time
Correctable eyesight to 20/40.
Use of two hands simultaneously.
Ability to lift 25 pounds

MINIMUM EDUCATION

Must be a high school graduate or possess a state equivalency diploma. Two years experience as law enforcement dispatcher, A combination of education and experience may be considered.

MINIMUM REQUIREMENTS

Must be at least 18 years of age.
Must be a United States citizen.
Must possess a valid Florida State Drivers License.
Must not have been convicted of a felony.
Must not have been convicted of a misdemeanor involving moral character or as deemed inappropriate by F.D.L.E. standards or the Chief of Police.
Must not have been released or discharged under dishonorable conditions from any of the Armed Forces of the United States.
Must pass drug screen.
May be required to successfully pass a written examination and/or oral review board.

USE AS MANY FORMAT SHEETS AS NECESSARY TO COVER THE OBJECTIVES AND REQUIREMENTS