



Communications Supervisor / Municipal Court Clerk Police

PD/7

JOB SUMMARY

This position is responsible for supervising the operations of the Communications Divisions and for providing clerical support for the operations of Municipal Court.

MAJOR DUTIES

- Supervises the operations of the Communications Division.
- Trains Communications personnel; ensures all shifts are covered by properly trained personnel.
- Serves as the Terminal Agency Coordinator for the department; enters and retrieves data; coordinates training for department personnel; validates records monthly; monitors GCIC communications; enters data to the GCIC system.
- Responds to after-hour equipment malfunctions.
- Composes memoranda, letters and reports.
- Maintains and updates the policies and procedures manual.
- Balances daily cash reports and receipts.
- Maintains and updates wrecker service lists.
- Assists with background investigations of job applicants; runs criminal and driver's histories.
- Supervises jail operations; monitors the detention of inmates; checks the accuracy of jail records; schedules maintenance of jail equipment; processes incoming and outgoing inmates; assists in searching prisoners; maintains building security; administers meals to inmates; administers medication to inmates
- Maintains court files and records; types court orders and judge's notes; enters defendant dispositions; types bench warrants; processes probation documents.
- Operates the 911 telephone system; dispenses personnel to emergency and non-emergency calls.
- Operates the city switchboard; provides assistance to the general public.
- Dispenses reports to the public.
- Performs other duties as assigned.

KNOWLEDGE REQUIRED BY THE POSITION

- Knowledge of emergency and non-emergency communications protocols.
- Knowledge of municipal court operations and procedures.
- Knowledge of job-related legal documents.
- Knowledge of computers and job-related software programs.
- Knowledge of modern office practices.
- Knowledge of GCIC requirements and policies.
- Skill in the use of radio and telephone equipment.
- Skill in the training and supervision of personnel.
- Skill in the analysis of problems and the development and implementation of solutions.
- Skill in the preparation of clear and precise administrative reports.
- Skill in oral and written communication.

SUPERVISORY CONTROLS

The Police Chief assigns work in terms of general instructions. The supervisor spot-checks completed work for compliance with procedures, accuracy, and the nature and propriety of the final results.

GUIDELINES

Guidelines include GCIC and NCIC rules and regulations, court procedures, and department policies and procedures. These guidelines are generally clear and specific, but may require some interpretation in application.

COMPLEXITY/SCOPE OF WORK

- The work consists of varied administrative and supervisory duties. Frequent interruptions contribute to the complexity of the position.
- The purpose of this position is to manage the operations of the Communications Division and to provide support for the operations of the Municipal Court and the City Jail. Success in this position contributes to the efficiency and effectiveness of court and department operations.

CONTACTS

- Contacts are typically with co-workers, other city employees, emergency responders, judges, attorneys, defendants, and members of the general public.
- Contacts are typically to provide services; to give or exchange information; to resolve problems; to motivate or influence persons; or to justify, defend or negotiate matters.

PHYSICAL DEMANDS/ WORK ENVIRONMENT

- The work is typically performed while sitting at a desk or table.
- The work is typically performed in an office.

SUPERVISORY AND MANAGEMENT RESPONSIBILITY

This position has direct supervision over Communications Officer (5)

MINIMUM QUALIFICATIONS

- Knowledge and level of competency commonly associated with completion of specialized training in the field of work, in addition to basic skills typically associated with a high school education.
- Sufficient experience to understand the basic principles relevant to the major duties of the position, usually associated with the completion of an apprenticeship/internship or having had a similar position for one to two years.
- Possession of or ability to readily obtain GCIC/NCIC certification.