

CITY OF TEMPLE TERRACE

POSITION: POLICE COMMUNICATIONS SUPERVISOR
POSITION NO: 4.245
DEPARTMENT: Police
PAY GRADE: 22
SALARY RANGE: \$18.29 - \$27.44 per hour

This is responsible supervisory work in the Communications Division. Responsibilities include supervising and assisting Communications Officers with all aspects of police/fire communications; performing various administrative functions. Employee must be able to adjust his/her work hours, as needed.

MINIMUM QUALIFICATIONS

Knowledge, Abilities and Skills

- Considerable knowledge and skill in operating radio receiving and transmitting equipment.
- Working knowledge of the City's geographical area.
- Considerable knowledge of FCIC/NCIC computer equipment policies, procedures, and governing statutes.
- Considerable knowledge of State and Federal laws and ordinances governing law enforcement and fire communications.
- Ability to acquire knowledge of Police and Fire Department rules and regulations.
- Knowledge of modern police and fire communication methods and procedures and E9-1-1 equipment and procedures.
- Ability to instruct others in equipment use and operational procedures.
- Ability to assign, instruct, and review the Communications Officers' work.
- Proficient in computer applications, including *Microsoft Office*.
- Ability to communicate effectively, orally and in writing, and understand and follow complex instructions.
- Ability to prepare clear, complete, and concise reports; perform mathematical calculations.
- Ability to establish and maintain effective working relationships and courteously address coworkers and the public.

Training and Experience

- High School Diploma or GED.
- Minimum five (5) years experience in a Communications Call Center.
- Supervisory experience preferred.
- Or, an equivalent combination of training, education, and experience that provides the required knowledge, skills, and abilities.
- Terminal Agency Coordinator (TAC), Point of Contact (POC), Local Agency Instructor (LAI), and Information Security Officer (ISO) experience preferred.
- Training Officer Experience preferred.
- Emergency Medical Dispatch (EMD) or Emergency Medical Dispatch Quality Assurance (EMD-Q) Certifications preferred.

Special Requirements

- FCIC/NCIC and EMD-Q Certifications.
- Valid Florida driver's license.

**The City of Temple Terrace is a drug-free workplace.
A pre-employment drug screen, criminal history background investigation,
and a driver's license verification will be conducted.**

**EQUAL OPPORTUNITY EMPLOYER
VETERAN'S PREFERENCE EMPLOYER**

POSTING DATE: January 15, 2010

CLOSING DATE: Open until filled.