**Pittsburg State University**

**Job Description**

**Police Communication Specialist Senior (G0N128)**

**FLSA Status:** Non-Exempt  
**Grade: 005**

**Job Family:** Law Enforcement & Security  
**Career Ladder: Police Communication 2**

**Updated: 4/24/2019**

***The Job Description is the document used to assign positions to jobs. The Position Description is the document that provide details about a position that has been assigned to the job. The Position Description includes specific duties performed by the employee on the position, including the percentage of time duties are performed. The Position Description also identifies preferred education and experience and competencies (knowledge skills and abilities) in addition to those identified in the Job Description. Details in the Position Description are used to assess the performance of the employee assigned to the position.***

**General Description of Job – Primary Function, Supervision and Instruction Received, and Interactions**

*The information in this section includes the primary function of the job (what positions assigned to the job must accomplish) and the major objective (why that function is performed). Additional information may be added in the Position Description. The information will be used in the posting when the position is advertised*

**Primary Function**: The primary function of the Police Communication Specialist Senior job is to oversee the operations of an emergency communications center and supervise Police Communication Specialists working on other shifts.

**Supervision and Instruction Received:** Positions assigned to the Police Communication Specialist Senior job typically report to the department head but may also report to a supervisor with a different job. Instruction received is under general direction. The supervisor provides continuing or individual assignments by indicating generally what is to be done, limitations, quality and quantity expected, deadlines and priorities. Additional, specific instructions are given for new, difficult, or unusual assignments. The employee uses initiative in carrying out a variety of recurring duties within established policy guidelines. The supervisor assures that the work is technically accurate and in compliance with instructions or established procedures.

**Interactions (purpose, with whom, frequency):** Frequently interacts with students, staff, faculty and other members of the campus and the community who visit, call in, and occupy assigned work areas.

**Examples of Essential Duties and Responsibilities**

*The following are examples of essential duties and responsibilities that may be required for a position assigned to this job. Specific duties and the percentage of time performed are found in the Position Description for the position assigned to this job.*

1. Supervise functional units and direct supporting staff in meeting operational goals; Evaluate staff and review performance of officers. Work with other commanders to insure consistency of operations among units; determine amount of time and resources to be expended by subordinates.
2. Participate in the selection of new communication specialists.
3. Monitor the Emergency 911 system and responds to calls in a fast, efficient manner.
4. Respond to emergencies and service calls by dispatching officers to the proper place, with the proper information.
5. Coordinate with state and local Police and Fire Departments concerning non-university emergency response services.
6. Ensure Officer safety by monitoring field position and interactions.
7. Use the dispatch system to input and transmit call appropriately. Update and monitor unit status to ensure Officer safety and assess whether additional resources are necessary.
8. Operate two-way radio in order to dispatch calls to appropriate units and to receive relevant information. Communicate consistently to relay information to the appropriate officer, unit, or department.
9. Respond to requests for documentation; retrieve and transmit data and records as required.
10. Verify driver’s license records and vehicle registrations. Check stolen article files, warrants, criminal histories, and missing person lists as requested by officers in the field.
11. Monitor fire and intrusion alarms and ensure proper system operation for all University buildings.
12. Prepare various logs, reports, and other documentation required to maintain compliance with policies, procedures, and regulations.
13. Perform any other related duties as required or assigned.

**Leadership, Supervisory or Management Responsibilities**

Mark an “X” next to the one statement which best describes the job, if applicable.

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| --- | --- |
|  | Lead worker (assigns, trains, schedules, oversees, or reviews the work of others) |
|  | Supervisor (plans, staffs, evaluates and directs work of employees in a work unit) |
|  | Indirect Supervisor (delegates authority to carry out work of a unit to subordinate supervisors or managers) |

The number of employees led, supervised, or managed is included in the position description.

**Minimum Education and Experience – Required at Hire**

*The following minimum education and experience is required at time of hire. Additional education and experience may be preferred. Preferred education and experience is identified in the Position Description.*

* High school diploma or equivalent.
* Two years of professional experience in police communication and dispatch.
* Prior experience leading a team or group.

**Examples of Competencies – Knowledge, Skills and Abilities (KSA’s)**

*The competencies listed below are representative of the knowledge, skill, and/or ability that may be required. Specific competencies and frequency performed are found in the Position Description for the position assigned to this job.*

* Use close vision and be able to focus – Regularly.
* Talk and hear – Regularly.
* Sit, stand and bend at the knee and waist, walk, lift, twist, pull and push – Regularly.
* Have repetitive wrist, hand and/or finger movement to type and work on a computer - Regularly.
* Have finger dexterity and hand-eye coordination to work on a computer, telephone, and related office and security equipment - Regularly.
* Lift up to 5 pounds - Occasionally.
* Have telephone skills and basic computer skills - Regularly.
* Knowledge of relevant procedures and strategies to promote the protection of people, data, property, and institutions- Regularly.
* Ability to understand others’ reactions and why they react as they do- Regularly.
* Sensitivity of problems and knowing when something may go wrong – Regularly.
* Work effectively with diverse population – Regularly.
* Maintain composure and perform duties effectively under stressful circumstances – Regularly.
* Must have hearing correctable to a range which allow normal radio and telephone conversation with field units- Regularly.

**Environmental Conditions (Hazards, Risks or Discomforts)**

*The environment conditions listed below are representative of the environmental conditions that may be present for a position assigned to this job. Environmental conditions for a position are found in the Position Description for the position assigned to this job.*

* General office and campus security conditions.
* May be exposed to moderate noise levels.

**Equipment or Machines Used**

*The following are examples of equipment or machines that may be regularly used to perform the duties of the position. Specific equipment and the frequency used is found in the Position Description for the position assigned to this job.*

* General office machines such as a computer, telephone, fax machine, copier.
* Communication tools such as a police communications radio, NCIC communications system and fire/intrusion alarm system.

**License or Certification Required by Statute or Regulation**

*List license(s) or certification(s) appropriate for the position. Indicate those that are required by statute or regulation at time of hire.*

* Must be able to obtain and maintain National Crime Information Center Full Access certification within 60 days of employment.
* Ability to obtain and maintain various relevant certifications as deemed necessary.

**Additional Requirements**

*The following are examples of additional requirements that may be required to perform the duties of the position. Additional requirements for a position are found in the Position Description for the position assigned to this job.*

* Regular attendance is a necessary and essential function
* Satisfactory Pre-Hire Background Checks Required:
  + Sex Offender Registry Check
  + Criminal Record

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