

The Maryland-National Capital Park and Planning Commission

TITLE: Public Safety Communications Supervisor GRADE: 26 DATE: 3/15/2023
SERIES: Park Police Support CODE: 1047 EEO: Professional FLSA: Exempt

Class Definition:

Under direction, manages the operations of a 24 hours per day, seven days per week Park Police Public Safety Communications Center. Develops and implements strategic operating procedures and ensures work is performed in accordance with established laws, regulations, policies and procedures. Plans, develops and performs statistical and qualitative analyses of data; contributes to annual budget preparation. Identifies innovations and advancements in technology and communications systems; and is the administrator for various public safety communication systems and equipment. Provides supervision to staff on calls requiring emergency or park police assistance; and develops and implements training programs. When necessary, performs all the daily tasks of a Public Safety Communications Technician to include call taking and dispatching. Some work may be confidential or sensitive; and maintains a high level of confidentiality and discretion. The work (as supervisor) results in the provision of important park police support services for the unit. Applies extensive knowledge of the principles, procedures, methods and concepts of emergency communications center operations, public safety communications including legal and liability issues, dispatching and radio operations, federal, state and county laws and procedures pertaining to public safety communications and law enforcement to ensure that products and services are effective. Performs various types of data, operational and supervisory analyses to ensure adequacy, accuracy, and effectiveness in assigned functions. Interacts with contacts inside and outside the organization, including the public, to exchange information, coordinate, instruct, guide, advise and obtain agreement or compliance or achieve other desired actions. Meets the FLSA standard for exemption as a supervisor. Performs other duties, as assigned.

Assignments are made in terms of functional responsibilities. Incumbent independently plans the work of the team and ensures work is carried out in conformance with established Commission policies and procedures and accepted customer service practices. Keeps the supervisor informed and provides updates as required; investigates and resolves problems or deviations referred by subordinates or higher management by selecting and applying the appropriate guidelines; and brings challenging and highly sensitive problems to the supervisor for guidance or resolution. Work is expected to be effective – the incumbent is held responsible for results of the team; work is evaluated in terms of quality, quantity, timeliness, teamwork, customer service and other factors.

Examples of Important Duties (Estimated Percentages):

1. Section/Staff Supervision (±50%)

- Manages the operations and strategic direction of the Park Police Communications Center. Plans, develops, and implements staff scheduling and work assignments; ensures adequate staffing levels. Oversees all park police communication requests and responses for emergency and non-emergency calls from the public. Defines section goals and objectives, develops procedures, and establishes standards of operation. Analyzes current practices to determine effectiveness. Updates divisional directives and Standard Operating Procedures (SOP) to ensure effective operations of the Communications Section.

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- Performs a full range of supervisory human resource (HR) management functions, unit-wide. Initiates or recommends official personnel actions such as recruitment, selection/hiring, and transfer; selects or helps select staff; trains and develops staff or ensures staff training and development; mentors and coaches; counsels or disciplines; approves or disapproves leave; ensures adherence to equal employment opportunity (EEO) requirements and pertinent Commission policies and procedures; establishes and communicates objectives and expectations, and evaluates performance.
2. Quality Assurance/Quality Control/Related ($\pm 30\%$)
- Manages and coordinates the operating budget for the section to include setting goals, long-range plans for improvements and preventative maintenance, and meeting objectives and performance standards. Prepares annual budget requests and controls expenditures in accordance with approved budget. Writes purchase orders and check requests. Approves payments.
 - Manages activities of the section when involved in major incidents or emergency situations. Ensures the coordination of information and direction is provided on most serious calls involving unique situations for emergency or police assistance.
 - Prepares administrative reports. Oversees maintenance and compliance of records, files and logs contained in Maryland Telecommunications Enforcement Resource System (METERS), Maryland Inter-agency Law Enforcement System (MILES), National Crime Information Center (NCIC), and radio transmissions. Manages validations of information in computer systems (e.g., METERS/MILES/NCIC). Directs and participates in periodic inspections, ensuring effective operation of communications equipment and systems.
 - Develops and implements on-going training programs to instruct staff on use of public safety communications techniques, systems and equipment. Ensures all mandated training and certification maintenance requirements are met; evaluates and updates procedures and training materials as needed. Oversees training of public safety communications personnel; ensures adherence to training objectives. Provides continuing education and training opportunities for all personnel; identifies and coordinates training to ensure all requisite course and certifications have been met and to assure that new or remedial training efforts or programs are offered to staff as necessary.
 - Serves as liaison for the agency as the Terminal Agency Coordinator, maintaining all department terminal operator certifications and recertifications including the training records of agency terminal operators and other serviced agency practitioners. Prepares for, coordinates, and oversees the agency audit.
 - Stays informed of trends, legislation and other relevant changes to the public safety communications field and evaluates new methods, technology, and programs through the review of technical literature and attendance at conferences and workshops. Participates

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in interagency committees for the purpose of coordinating and developing programs, resolving problems of mutual interest, and exchanging information. Ensures investigations and resolutions of complaints are completed involving sensitive issues and problems.

3. Other (±20%)

- When necessary, performs all the daily tasks of a Public Safety Communications Technician to include call taking or dispatching. Operates and monitors computer terminal and various computer systems (e.g., Maryland Inter-agency Law Enforcement System (MILES), National Crime Information Center (NCIC), Motor Vehicle Administration (MVA)) to obtain information (e.g., criminal history, warrants, MVA data).
- Maintains the Automated Observation Reports and Evaluations (ADORE) program which monitors the progress of the Communications Field Training and Evaluation program (CFTEP).
- Ensures agency complies with all federal and state regulations and requirements. Responsible for overseeing the annual state compliance audit and responding and implementing corrective action as required.
- Coordinates major projects or oversees project management for the section.
- Participates and successfully completes all required trainings and certifications.

Important Worker Characteristics:

A. Extensive knowledge of (1) the principles, procedures, methods, and concepts associated with emergency communications center operations; (2) modern and complex communications including legal and liability issues common to public safety; (3) dispatching and radio operations; (4) federal, state and county laws and procedures pertaining to public safety communications; (5) law enforcement; (6) geography of the metropolitan Washington, D.C. area*; and (7) Commission organization, policies and procedures.

**Typically acquired or fully developed primarily after employment in this job class.*

B. Knowledge of, and skill in: (1) planning, assigning and reviewing work; (2) budgeting, using capital and managing resources to accomplish work; and (3) managing work and supervising employees at the first level of supervision; this includes knowledge of, and skill in applying Human Resources management and Equal Employment Opportunity principles and practices.

The Maryland-National Capital Park and Planning Commission

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- C. Skill in operation of (1) computer and applicable software and systems (e.g., VESTA 911, CAD, MILES, and NCIC); (2) communications equipment (e.g., two-way radio, multi-line telephone); (3) telecommunications system for receiving calls from people with disabilities (e.g., deaf, hard of hearing, speech impediments); (4) general office equipment (e.g., copier, fax, scanner); and (5) various security software (e.g., Avigilon, True Vision, SIMS, Mastermind, Lenel).
- D. Skill and ability to (1) hear/listen; (2) see/observe; (3) speak/communicate; (4) calculate fractions, decimals, and percentages; (5) interpret legal terminology; (6) develop and manage program budget; (7) manage serious incidents/sudden emergency situations; (8) organize work efficiently and effectively; (9) provide courteous service; (10) receive and record accurate information using automated systems; and (11) maintain confidentiality.
- E. Skill in problem solving to select, organize and logically process relevant information (verbal, numerical or abstract) to solve a problem. Examples include analyzing situations, developing solutions and implementing plans in park police communications setting.
- F. Skill in communication to understand verbal and written information (including facts, descriptions, and ideas) and to express such information so that others will understand. This includes skill in actively listening to ascertain key information, including concerns, wants and needs of others, and skill in coordinating to achieve desired results. Examples include interpreting, reading and writing technical reports and correspondence.
- G. Interpersonal skills to interact with contacts in a businesslike, customer service-oriented manner; this includes skill in establishing and maintaining effective working relationships and working as a member and supervisor of a team.

Minimum Qualifications:

1. Bachelor's Degree in Business Administration, Parks, Recreation, Communications, or any related field.
2. Three (3) years of progressively responsible administrative or management experience in the area of law enforcement, public safety communications, or closely related field, including at least one year in a lead or supervisory capacity.
3. An equivalent combination of education and experience may be substituted, which together total seven (7) years.
4. Good character (i.e., must pass background investigation).
5. Must have current Criminal Justice Information Systems (CJIS) certification and National Crime Information Center (NCIC) CN1 certification at time of hire. If certifications are lapsed, then recertifications are obtained within three (3) months of employment.

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Working Conditions:

Works in the park police communications center. Work level can fluctuate from minimal to fast-paced and high volume. May be: (a) required to perform multiple tasks simultaneously under pressure; (b) exposed to frustrated and upset persons; (c) exposed to life-threatening situations; (d) required to work weekdays/nights, weekends and holidays; (e) required to work additional hours beyond assigned shift; (f) required to work during inclement weather and other adverse conditions. Work is subject to on-call rotations; work is sedentary and requires the employee to sit for extended periods of time.