

The Maryland-National Capital Park and Planning Commission

TITLE: Lead Park Police Communications Technician
SERIES: Park Police Support

GRADE: G CODE: 2912
DATE: September 2, 2003
FLSA: Exempt

Class Definition

Under direction, leads, coordinates, and monitors the work of staff in the performance of park police communications work. Employees in this job class are responsible for the daily operations of a police communications center ensuring work is performed in accordance with established policies and procedures. Provides direction to staff on serious calls requiring emergency or park police assistance. Performs other duties as assigned.

Examples of Important Duties:

1. Provides leadership and coordination. Coordinates and leads the day-to-day activities of Park Police Communications Technicians. Plans, schedules, and monitors work, and provides technical assistance to resolve problems. Participates in employee selections, performance evaluations, and counseling. Recommends disciplinary actions. Manages unit in absence of Park Police Communications Supervisor.
2. Coordinates activities of unit when involved in major incidents or emergency situations. Coordinates information and provides direction on most serious calls involving unique situations for emergency or police assistance.
3. Conducts on-going training programs to instruct staff on use of communications techniques, systems, and equipment. Arranges appropriate training for required certification classes.
4. Assists in the monitoring of expenditures and budget for unit. Assists in the preparation of budget proposals. Initiates and recommends approval of purchase orders, check requests, and payments.
5. Maintains records, files and logs (e.g., Maryland Inter-agency Law Enforcement System (MILES), National Crime Information Center (NCIC), radio transmissions). Prepares routine administrative and technical reports and correspondence. Ensures performance of monthly validations for computer systems (e.g., MILES/NCIC). Conducts periodic inspections, ensuring operation of communications equipment.
6. Maintains knowledge of police communications field and evaluates new methods, technology, and programs through the review of technical literature, attendance at conferences and workshops. Participates in interagency committees for the purpose of coordinating and developing programs, resolving problems of mutual interest, and exchanging information. Investigates and resolves complaints involving sensitive issues and problems.
7. Performs related communications duties such as operation of two-way radio, computer systems, multi-line telephone system, and teletype machine as needed.
8. May serve walk in visitors requesting Commission and/or Park Police assistance. Answers questions regarding Commission programs and functions and refers citizens to appropriate division or facility. May receive deliveries for Park Police personnel.

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Important Worker Characteristics:

Extensive knowledge of: (1) Commission activities, organization, policies and procedures; (2) dispatching; (3) federal, state, and county laws and procedures pertaining to public safety communications; (4) law enforcement; (5) geography of the metropolitan Washington, D.C. area; and (6) supervision.

Skill in operation of: (1) personal computer with applicable software (e.g., CAD, MILES, NCIC); (2) communications equipment (e.g., two-way radio, multi-line telephone); (3) teletype machine; and (4) general office equipment (e.g., typewriter, copier).

Ability to: (1) make recommendations and implement plans in park police communications setting; (2) calculate fractions, decimals, and percentages; (3) interpret, read, and write technical reports and correspondence; (4) interpret legal terminology; (5) communicate effectively; (6) lead staff during serious incidents/sudden emergency situations; (7) organize work efficiently and effectively; (8) direct work of staff; (9) provide quality courteous service; (10) quickly receive and record accurate information using automated systems; (11) read a map and provide directions to citizens and/or officers; (12) perform multiple tasks simultaneously; (13) maintain confidentiality; and (14) work alone and provide guidance to lower level technicians and other staff.

Minimum Qualifications:

1. High school graduation or GED; and
2. Four years of responsible and progressive professional and technical experience in the area of law enforcement, police communications, or closely related field; or
3. An equivalent combination of training and experience.
4. Successful completion of proficiency exam.
5. Good character (i.e. must pass background investigation).
6. Current Criminal Justice Information Systems (CJIS) certification.

Working Conditions

Works in park police communications center. Performs multiple tasks simultaneously under pressure. Exposed to frustrated and upset persons. May be exposed to life-threatening situations. May work rotating shifts, weekends, and holidays. On call 24 hours.