

The Maryland-National Capital Park and Planning Commission

TITLE: Park Police Communications Supervisor
SERIES: Park Police Support

GRADE: H CODE: 2913
DATE: September 2, 2003
FLSA: Exempt

Class Definition

Under direction, manages the operations of a park police communications center. Work at this level involves program administration, budget management, and staff supervision. Employees receive assignments in general terms and proceed independently to implement all aspects of their work, resolving most problems encountered on their own. Work is reviewed for compatibility with policies and overall effectiveness of work program. Performs other duties as assigned.

Examples of Important Duties:

1. Manages and plans work program. Responsibilities include: defining goals and objectives, developing policies and procedures, and establishing standards of operation. Analyzes current practices to determine effectiveness.
2. Manages and coordinates operating budget for unit. Prepares annual budget requests, and controls expenditures in accordance with approved budget. Writes purchase orders and check requests. Approves payments.
3. Supervises staff. Plans, schedules, assigns, and reviews the work of staff. Monitors, evaluates, and takes action to enhance staff performance. Develops and communicates work and performance expectations. Conducts performance planning and review activities. Recognizes and resolves personnel issues in accordance with Commission policies and procedures. Initiates, recommends, approves, and implements personnel actions including: recruitment, selection, promotion, transfer, discipline and termination of employees with unit. Approves time cards and leave requests.
4. Manages 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.
5. Develops and implements on-going training programs to instruct staff on use of communications techniques, systems, and equipment. Arranges appropriate training for required certification classes.
6. Prepares administrative reports. Oversees maintenance of records, files and logs (e.g., Maryland Inter-agency Law Enforcement System (MILES), National Crime Information Center (NCIC), radio transmissions). Ensures performance of monthly validations for computer systems (e.g., MILES/NCIC). Directs periodic inspections, ensuring operation of communications equipment.
7. 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.

The Maryland-National Capital Park and Planning Commission

TITLE: Park Police Communications Supervisor

Page 2

Important Worker Characteristics:

- A. Considerable knowledge of: (1) Commission activities, organization, policies and procedures; (2) supervision; (3) dispatching; (4) federal, state, and county laws and procedures pertaining to public safety communications; (5) law enforcement; and (6) geography of the metropolitan Washington, D.C. area.
- B. Skill in operation of: (1) personal computer with applicable software; (2) communications equipment (e.g., two-way radio, multi-line telephone system); and (3) general office equipment (e.g., typewriter, copier).
- C. Ability to: (1) analyze problems, develop solutions, 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) develop and manage program budget; (6) supervise staff; (7) communicate effectively; (8) manage serious incidents/sudden emergency situations; (9) organize work efficiently and effectively; (10) provide quality courteous service; (11) receive and record accurate information using automated systems; and (12) maintain confidentiality.

Minimum Qualifications:

- 1. Bachelor's degree in business administration, parks, recreation, communications, or related field; and
- 2. Three years of progressively responsible administrative or management experience, including at least one year in a lead or supervisory capacity; or
- 3. An equivalent combination of education and experience.
- 4. Good character (i.e. must pass background investigation).
- 5. Current Criminal Justice Information Systems (CJIS) certification or ability to obtain certification.

Working Conditions

Works in park police communications center. Exposed to frustrated and upset persons. May be exposed to life-threatening situations. May work weekends and holidays. On call 24 hours.