



DALLAS COUNTY JOB DESCRIPTION

Job Title:	Communications Supervisor	Job Code:	6005900	Job Grade:	42
Reports To:	Section Commander	Pos. No:	Various	SIC Code:	9221
Department:	Sheriff's Department	Loc. Code	0522128	FLSA Code:	N
				WC Code:	7720
Division	Communications	CS Code:	C	EEO Code:	F04

Summary of Functions: Supervises, trains, and assists staff tasked with operating the Texas and National Law Enforcement Telecommunication Systems (TLETS/NLETS), to include operating the Management Information System, Computer Aided Dispatch System, and Mobile Data Computer System; answers and responds to emergency 911 telephone calls and maintains inventory log of departmental communication equipment.

Management Scope: Supervises 6 to 8 non-exempt telecommunications and call-taker staff in the communications section.

Duties and Responsibilities	% of Time	Essential Non-essential
1. Supervises, trains, and assists staff that: <ul style="list-style-type: none"> • answers 911 emergency and complaint telephone calls, primarily unincorporated areas of the County; and • receives, researches, and disburses TLETS/NLETS communications. 	30%	E
2. Assists bureau commander with ensuring appropriate staffing is available on all shifts, to include scheduling staff, monitoring performance, and resolving day-to-day issues.	25%	E
3. Communicates extensively between other law enforcement agencies relative to warrant confirmations, stolen vehicles, wanted persons, missing persons, criminal history checks, and other subjects.	20%	E
4. Ensures all equipment, including emergency response equipment is functional and preventative maintenance and repair occurs in a timely manner.	15%	E
6. Performs other duties as assigned or required by department.	05%	N

Minimum Qualifications:

Education, Experience and Training:

Education and experience equivalent to an Associates Degree. Two (2) years of directly related experience as a certified Telecommunicator with the Dallas county Sheriff's Department or 75 semester hours of college from an accredited college or a combination of the two.

Special Requirements:

Employees assigned to the Sheriff's Department Communications Division must be at least 18 years of age, have on file a high school diploma from an accredited high school or a high school equivalency certificate (GED) administered and awarded through the Department of Education and State GED testing facilities in the United States on file. Ability to understand and carry out moderately complex oral and written instructions; organize and process work and work schedules; and establish and maintain effective working relationships with other County employees, employees of other law enforcement agencies, and the general public. Ability to manage staff that operates computer/data entry terminals, and/or other office equipment as required. Must be trained in law Enforcement telecommunications procedures and obtain TCOLE instructor certification to use the TLETS/NLETS, TCIC, NCIC and other computer systems (Computer Aided Dispatch System, Management Information System, Mobile Data Computer System) in order to participate in various training of communications personnel. Will be required to receive TCIC/NCIC instructor status and participate in the formal training of communications staff in TCIC/NCIC certification. Requires successful completion of a polygraph and extensive background investigation and is subject to random, unannounced drug/alcohol testing.

Physical/Environmental Requirements:

May require prolonged sitting, reaching, pulling, pushing and lifting up to 30lbs. Works 8-hour shifts covering 7-days/week 24 hours/day with non-standard weekends and holidays. Works at the Crowley Court House.

Point Factor:

N/A

Supervisor's Signature _____ Date _____

Reviewed by Human Resources/Civil Service: _____ Date: (TE 6/02); 12/27/213;
11/2014; 8/17/2015; 2/2019

Approved by Civil Service Commission: _____ (6/17/02) 11/17/2014; 2/2019