

State Patrol Communications Specialist Supervisor V61812

DESCRIPTION OF OCCUPATIONAL WORK

Under limited supervision, supervises State Patrol Communications Specialists and directs, monitors, and reviews the activities of an assigned shift or a communication operation; operates radio, teletype, multiple computer systems, telephone, and guides and trains assigned State Patrol Communication Specialists in Communication Aided Dispatch (CAD), various computer systems, radio systems, and telephone communications devices to share restricted access and mission critical information with law enforcement, fire department, and other first responder staff and the public, in routine and emergency situations. Requests maintenance of communications equipment and provides necessary input and feedback on communications related activities to Communications Site Manager. Positions will also perform similar duties as the State Patrol Communications Specialists; performs related work as assigned.

DISTINGUISHING CHARACTERISTICS: (A position is assigned to this class based on the scope and level of work performed as outlined below.)

This is the second full performance and supervisory classification of the State Patrol Communications class series, which is restricted in use to the Nebraska State Patrol (NSP). State Patrol Communications Specialist Supervisor positions are distinguished from State Patrol Communications Specialist (dispatcher) positions by the on-going supervisory responsibility for assigned employees and operational responsibility for a law enforcement communications shift or center. Communications Specialist Supervisor positions will direct one or more shifts having three or more dispatchers.

Positions at this level supervise, instruct, and evaluate State Patrol Communications Specialists, recommend personnel actions, and facilitate their career advancement. They provide technical assistance to employees, resolve minor work and personnel problems, and give input regarding discipline, training, and major job reassignments to the Communications Site Manager. Teammates are expected to resolve reoccurring problems in accordance with instructions, policies, procedures, and applicable laws and regulations. They will interact with sworn officers and/or supervising Communications Site Managers to resolve specific problems and citizen complaints, to accomplish goals, to evaluate new procedures and equipment, and to ensure proper preparation and maintenance of records, correspondence, and training information, pertinent to assigned employees and operations.

EXAMPLES OF WORK: (A position may not be assigned all the duties listed, nor do the listed examples include all the duties that may be assigned.)

Plans, assigns, and supervises the work activities of assigned employees to attain work goals and to ensure consistent application of administrative and operational policies, procedures, and standards.

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Trains, evaluates, and compares work performance of assigned employees with established standards to determine the quality and quantity of their work and identify their training needs and improve career advancement potential; ensures employees maintain required job certifications.

Recommends personnel actions such as appointments, promotions, disciplinary actions, grievance dispositions, status changes, and separations to identify and recognize employee performance.

Schedules assigned employees to maintain continuous operation of a twenty-four-hour, multi-shift communications center; establishes vacation and emergency backup schedules.

Provides critical operational information and on-going training to agency employees on policies, procedures, security requirements, equipment usage, and general operations of the communications center; instructs members of other agencies within the State on agency operating procedures and functions in communications, radio, teletype, and computer formats, and related criminal records. Summarizes and maintains documents for communications related information.

Operates radio and various computer systems and telephone communications devices to collect and share restricted access mission critical information with law enforcement officers. Obtains information including but not limited to, driving records, wanted checks, criminal history records, and vehicle registration checks for officers in the field.

Operates National Law Enforcement Teletype System (NLETS) computer-based message switching system that links together state, local, and federal law enforcement, and justice agencies for the purpose of information exchange links state, local, federal, and international law enforcement, justice and public safety agencies to exchange critical data. Distributes, appropriately and expeditiously, restricted access mission critical information to and from law enforcement officers.

Operates Communication Aided Dispatch (CAD) to initiate, receive, and relay messages and manages emergency and non-emergency incidents and dispatch resources to ensure proper incident and resource management and sharing of critical location information. Handles incident information to ensure shortest response times, responder safety, and protection for the public. Communicates within the agency and local and out-of-state law enforcement agencies. Records calls for service and officer's daily activities into the CAD system and maintains current and accurate information in the CAD system pertinent to each call.

Utilizes the Statewide Radio System (SRS) to monitor and track NSP communications and local radio traffic on the Regional Operating Channel. May monitor and utilize other radio systems based on geographical resources. Accesses statewide radio system outside of assigned area, as needed.

Accesses and uses the classification coding component of the National Crime Information Center (NCIC) computerized database to inquire and disclose information in the system for other criminal justice agencies about crimes and criminals. Communicates this information to law enforcement officers to assist in apprehending fugitives, locating missing persons, locating, and returning stolen property, and to aid in the protection of law enforcement officers encountering individuals searched.

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Answers calls and receives notification of emergencies or calls for assistance from officers, other public safety agencies or individual citizens. Interviews callers to share, seek, and log in or record information and to evaluate the situation. Decides on proper response based on the nature of the call and the information available in compliance with federal, any State and agency regulations. Dispatches resources or refers callers to respond to specific situations.

Dispatches sworn law enforcement, medical response, fire department, and wreckers' staff, and other resources as needed. Provides information to emergency responders to facilitate their handling of the situation upon arrival. Directs and coordinates responding units and agencies to the scene of the emergency. Advises other agencies or mobile units of the presence of other emergency vehicles responding to the scene, as needed.

Communicates mission critical information to supervising managers; communicates information on community resources (e.g., victim/witness program, shelters, and consulate services) to customers; communicates to pertinent agencies information about community events having large crowds and traffic congestion issues that may require law enforcement or traffic management responses.

Maintains, or causes to be maintained, in good working order, all equipment authorized to operate or monitor as well as current and accurate files, logs, rosters, or records as required.

KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED: (These are needed to perform the work assigned.)

Knowledge of: security policies and procedures; English grammar, spelling, syntax, vocabulary, and pronunciation rules and usage; radio communication signals, formats, codes, and procedures; NSP policies, rules, and regulations concerning radio, telephone, telecommunications, and emergency procedures; communications and information dissemination protocols; NSP policies and procedures concerning emergency and non-emergency situations; criminal and motor vehicle laws and related terminology; general geography and topography of Nebraska including major highways, intersections, cities, towns, and landmarks; names and radio call signals for employees within assigned area; computer terminology and computer terminal operation; procedures for entering and retrieving confidential information from National Crime Information Center (NCIC) computer codes, National Law Enforcement Teletype System (NLETS) international, computer-based message switching system that links state, local, federal, and international law enforcement and justice and public safety agencies; operating protocols and applications of the Nebraska Information System (NIS); operating protocols and applications of the Nebraska Criminal Justice Information System (NCJIS); institution or agency policies and procedures governing events such as motor vehicle accidents, vehicle pursuits, hostages situations, natural disaster spills of hazardous materials, and emergency and routine emergency service responses; rules and regulations of the Federal Communications Commission pertinent to transmitting and receiving of messages; National Law Enforcement system codes, and all related regulations and procedures, including protocols of intra-system and inter-system operations.

Skill in: operating computer terminals, office equipment and communications center equipment; entering and retrieving information from NCIC, NCIS, NLETS, NBLETS, and CAD; typing at 35 wpm (net) and entering data accurately into appropriate databases.

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Ability to: supervise assigned staff; demonstrate and mentor staff on high standards of ethical conduct, honesty, and integrity; communicate and express in person, and by telephone, email, and correspondence with staff of internal and external agencies; provide courteous customer service with a commitment to quality; understand the customer and information being communicated; listen to others and respond appropriately; operate two-way radios, data terminals, or other communication center equipment; listen, understand, document and speak using good clarity, tone, volume, syntax, grammar, inflections, and modulation; communicate with persons from all sectors, including, medical, professional, criminal, and the public, verbally communicate information in a distinct, concise, and non-emotional manner under diverse and often stressful circumstances; read maps, displays for multiple computer terminals, and printouts; maintain logs, manuals, and references material in accordance with agency policies and Federal Communication Commission (FCC) regulations; display high level of initiative, effort, and commitment towards completing assignments; respond appropriately to supervision and work with minimal supervision; demonstrate attention to details; follow all forms of instructions; interact with co-workers, agency employees, and the public to maintain work relationships; train new employees in the use and operation of communications equipment; hear and distinguish tones, alarms, and vocal transmissions.

MINIMUM QUALIFICATIONS: (Applicants will be screened for possession of these qualifications. Applicants who need accommodation in the selection process should request this in advance.)

Two years of communication experience in call center, 911 center, or law enforcement communication center. Must be at least 18 years of age and possess a high school diploma or equivalent to ensure successful completion of required training.

LEGAL REQUIREMENTS: (These qualifications are mandated by federal/state laws, statutes, and/or regulations.)

Applicants must successfully pass pre-employment dispatch testing, hearing and eyesight exams, and security and background checks, and a psychological evaluation administered by a medical professional. Applicants will be screened for a record of criminal activity and criminal history using fingerprint-based employment checks or other assignments and before unconditional employment is offered. Applicants must be free of felony convictions.

Applicants cannot maintain a continuous associations or dealings with persons, groups, or organizations, that they know or should know, are under criminal investigation or indictment or who have a reputation for present, ongoing involvement in felonious or criminal behavior.

Applicants must successfully complete Combined Law Enforcement Information Network (CLEIN) training. Applicants must become NCIC Certified within twelve months from the date of hire. Failure to do so will result in termination of employment unless approved circumstances exist.

SPECIAL NOTES:

All positions in this class require incumbents to work irregular hours for extended periods without loss of effectiveness. Hours scheduled will be based on the needs of the agency, i.e., 1st, 2nd, 3rd, or 2nd/3rd relief.

Hearing must be correctable to a range to permit radio and telephone conversations with field units. Vision must be correctable to a range to permit reading of computer monitors, maps, and printouts.

All positions in this class require incumbents to possess a valid driver's license.

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Positions are expected to manage over-the-phone interactions and confrontations with angry, hostile, depressed, and/or otherwise emotionally distraught members of the public, during emergency and possible life-threatening situations.

State agencies are responsible to evaluate each of their positions to determine their individual overtime eligibility status as required by the Fair Labor Standards Act (FLSA).

Established: 6/74

Note: Classification-specification is subject to change. Please refer to the Nebraska State Personnel Job Specification website at <https://das.nebraska.gov/personnel/classcomp/jobspecs/jobspecs.html> to ensure this represents the most current copy of the description.

The following is a summary of changes made to this class specification.

Section	Change Description	Effective Date
All	Updated verbiage, MQ's, legal requirements	03/18/21