

MORGAN STATE UNIVERSITY JOB SPECIFICATION



POLICE COMMUNICATIONS OPERATOR LEAD

Class Code: N1106
Pay Range: 09

FLSA Code: N/E (Non-Exempt)

JOB SUMMARY

Under general supervision, performs police communications and related clerical work in a central communications center. Functions as a lead worker providing support and assistance in the administration and operations of the central communications center.

PRIMARY DUTIES

1. Conducts evaluations of communications operations, systems and practices.
2. Prepares and conducts training for center staff and patrol officers communications functions and procedures.
3. Assists in the planning and development of enhancements to central communications equipment and operations.
4. Reviews work to ensure compliance with MILES and NCIC requirements.
5. Performs the duties of Police Communications Operator.

Note:

The intent of this list of primary duties is to provide a representative summary of the major duties and responsibilities of this job. Incumbents perform other related duties assigned. Specific duties and responsibilities may vary based upon departmental needs.

MINIMUM QUALIFICATIONS

EDUCATION: High School Diploma or GED.

EXPERIENCE: Three years police communications experience.

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REQUIRED KNOWLEDGE/SKILLS/ABILITIES

Thorough knowledge of emergency communications practices and procedures. Skill in the operation of assigned communications equipment; in obtaining essential information in emergency situations; in summarizing and relaying information; in the use of keyboards and office equipment. Ability to lead and train others in police communications work; to type accurately; to communicate effectively both orally and in writing; to react calmly, quickly, and decisively in emergency situations; to obtain, summarize and relay information orally and in writing; to follow oral and written instructions; to write legibly; to monitor multiple radio frequencies.

OTHER:

Except for qualifications established by law, additional related experience and formal education in which one has gained the knowledge, skills, and abilities required for full performance of the work of the job class may be substituted for the education or experience requirement on a year-for-year basis with 30 college credits being equivalent to one year of experience.

CONDITIONS OF EMPLOYMENT

Applicants must submit to and successfully pass a comprehensive background investigation.