

POLICE RECORDS ADMINISTRATOR
COMMUNICATIONS SUPERVISOR
EVIDENCE CUSTODIAN

General Statement of Duties

Performs the general law enforcement duties to protect life and property in the Town. Required to perform daily supervision and participation in the daily operations of the Town's communications center: providing public safety work, dispatching emergency and non emergency calls, maintaining all law enforcement, administrative and communications records. Responds when communications problems arise. Performs duties as the police department's evidence custodian.

Distinguishing Features of the Class

An employee in this class performs a full range of general law enforcement duties and daily supervision and participation in the communications center emergency operational functions for the Town. Work includes patrolling the Town during an assigned shift in a police car or on foot; preventing, detecting and investigating disturbances and crime; performing traffic control work; apprehending suspects; executing related assignments and assisting the investigations section with narcotics and other investigations as necessary. Employees must exercise judgment, initiative and calm control when performing duties; more difficult problems are normally carried out in conjunction with Assistant Chief of Police. Work involves frequent public contact, which requires tact, firmness and decisiveness. Work is performed in accordance with departmental policy and state and federal law, supplemented with specific directions from superior officers. Employees are subject to hazards associated with law enforcement work including working both inside and outside environments, in extreme hot and cold weather, and exposure to various hazards such as dangerous persons, loud noises, and hazardous spills with fumes, oils, gases, or flammable liquids. Work is subject to the final OSHA standards on blood borne pathogens. Work is performed under regular supervision and is evaluated through observation, monitoring radio traffic, discussion, and review of reports for adherence to laws, department procedures, and proper judgment.

Work includes daily communications supervisor responsibilities for the departments communications center, being on call to respond for communications center non emergency and emergency situations, for incidents and situations involving personnel and equipment, serves as the Terminal Administrations Coordinator (TAC) for the communications center between the state and the Town for all DCI Operations, scheduling and conducting training for telecommunicators, scheduling telecommunicators regular and relief shifts with part time telecommunicators, participation in hiring, maintenance of all communications center equipment and records systems, and other supervisory tasks in addition to regular telecommunications duties. Supervisory responsibilities include managing the daily work activities of the shift; conducting meetings to include discussions on shift activities; making assignments; reviewing law enforcement reports; providing technical direction on matters related to the communications center operations; receiving and processing of legal criminal papers. Work assignments also include conducting employee training, performance counseling, motivation, evaluation and discipline when necessary. This work requires the application of modern communication techniques, sound judgment and independent initiative in pursuit of work objectives. In addition, the employee is responsible for conducting daily police and communications administrative duties proofreading, data entry, and maintenance of a database of law enforcement incident and other records and reports including monthly compilation and submission to the state along with monthly and

quarterly reports required by the Town. Work involves making calm decision under the stress of emergency situations, tracking multiple activities and people and frequent public contact which requires tact, firmness and decisiveness in obtaining necessary information from people who are under extreme stress. Work is performed in accordance with departmental policy and state and federal law, supplemented with specific directions from sworn personnel. Work is evaluated through observation, discussion and review of reports and through feedback from officers in the field.

Work includes the daily operation of the departments evidence storage facility, responsible for the efficient, methodical operation of the evidence room. The duties include the acceptance of, release upon proper request of, inventory of and secure custody of all items of evidence or found property, which comes into the physical control of the Atlantic Beach Police Department. The evidence custodian will be held accountable for the safe storage and inventory of all property being properly submitted either in person or placed into the temporary evidence lockers. The evidence custodial will ensure that all property properly submitted that is in the possession of the police department has been accurately documented and entered into the Records Management System (RMS) property/evidence module and or property voucher module. It shall be the responsibility of the evidence custodial that all property in the evidence storage facility is disposed of in accordance with department policies or general statutes in a timely manner. Work is performed in accordance with departmental policy and state and federal law, supplemented with specific directions from sworn personnel. Work is evaluated through observation, discussion and review of reports and through feedback from officers in the field.

Duties and Responsibilities

Patrols streets in a police car, on bicycle or on foot; checks doors and windows; examines premises of unoccupied residences or buildings; detects unusual conditions, may maintain surveillance and observation for stolen cars, missing persons, or suspects; report dangerous or defective streets, sidewalks, traffic lights, or other hazardous conditions; may perform boat or beach patrol.

Responds to calls for assistance, complaints, suspicious activity, domestic disputes, loud and disruptive behavior; completes calls by determining true nature of the situation and taking whatever legal or persuasive action is warranted.

Investigates traffic accidents; issues traffic citations; directs traffic and participates in other emergency operation activities; conducts special traffic checkpoints to enforce seatbelt, alcohol, speed, or other laws; operates radar and intoxilyzer equipment.

Performs investigations of accidents or possible crimes through observation, questioning witnesses, and gathering physical evidence; performs investigative tasks, arrests and processes criminal suspects; presents findings in court.

Conducts and participates in department undercover narcotics operations and criminal investigations within the town and assist other jurisdictions as requested.

Issues citations for violation of traffic regulations, serves warrants; apprehends and processes criminal suspects and transports to magistrate and/or County detention facilities.

Regulates and directs vehicular traffic at busy times at local churches and when traffic signal malfunctions or accidents require.

Operates a two-way radio to receive instructions and information from or to report information to police headquarters; maintains vehicle, weapons and other equipment in standard working order.

Prepares records and reports of activities.

Advises the public on laws and local ordinances; serves papers as needed.

Assists stranded motorists; gives information and directions to visitors and the general public.

Performs validations of DCI data; serves as Terminal Agency Coordinator (TAC) for the Town with the DCI system.

Trains new employees in DCI Module I and in departmental procedures, record-keeping, computer system use, etc.; assists with recruiting new permanent and temporary staff, schedules telecommunications staff and finds emergency replacement staff; prepares time sheets; participates in hiring and provides performance coaching and evaluation for assigned staff; purchases supplies for work unit.

Provides administrative support to the Police Chief and other department staff; transcribes tapes for investigations; maintains files and prepares reports and documents as needed; maintains voice recorder for official records of calls.

Conducts background investigations for new employees and prospective candidates for BLET sponsorship.

Responsible for the storage of, administration of, and storage of employee physiological test.

Reviews log sheets and checks for proper disposition of calls and reports.

Performs customer service work for the Police Department assisting visitors with information, procedures, obtaining accident reports and other needs.

Supervises the operation of emergency telecommunications equipment to maintain contact with police personnel and other law enforcement units; dispatches officers to answer requests for assistance; receives and transmits information and messages; tracks officers for safety and location.

Maintains an in-house computer database and communications logs and reports including the nature of calls, actions taken and the times involved; coordinates with various agencies to maintain up to date data base of citizens, addresses, telephone numbers and after hours contact information for businesses.

Performs data entry to enter incident reports and other information into database; types correspondence and documents; copies information as needed.

Provides information to the public over the telephone and in person concerning a variety of town services; provides accident reports; fingerprints citizens; dispatches after hours utility calls.

Responsible for all department ID card processing and issuance to employees.

Responsible for maintaining all personnel records folders for actions and records management.

Responsible for maintaining the police department and communications centers policy manuals and standard operating procedures manuals.

Responsible for updating and enforcement of the communications centers SOP manual and the development and implementation of the Emergency Operations Manual.

Responsible for the issuance, processing, tracking, collecting and exchange of all state citation books for the department. To include processing with the state statically information in the state database.

Responsible for processing, tracking and maintaining reports for hepatitis vaccination for the department.

Responsible for processing applications, background investigations, issuance of Taxi permits for Taxi companies, their vehicles and hired drivers in accordance with Town ordinances. Also responsible for conducting scheduled and spot inspections on taxi company locations, vehicles and drivers.

Additional Job Duties

Performs related duties as required.

Recruitment And Selection Guidelines

Knowledge, Skills, and Abilities

Considerable knowledge of state and federal laws, local ordinances and policies of the police department, especially relating to search and seizure, traffic control, pursuit, and arrest.

Working knowledge of law enforcement principles, practices, methods and equipment.

Some knowledge of scientific crime detection and criminal identification methods and procedures.

Some knowledge of the application of information technology to law enforcement work.

Skill in the use of firearms and other police equipment and in the application of self-defense tactics.

Ability to act with sound judgment in routine and emergency situations.

Ability to communicate effectively in oral and written forms.

Ability to present effective court testimony.

Considerable knowledge of the operation of a public safety communications system and related Federal Communications Commission regulations.

Considerable knowledge of the geographic layout of the town, and the location of streets, important buildings, and other landmarks.

Considerable knowledge of proper incident and related report completion and data entry.
Considerable knowledge of modern office skills and technology.

Considerable knowledge of the application of information to telecommunications equipment and law enforcement records.

Working knowledge of network systems administration.

Working knowledge of the functions, practices and procedures of the Police Department, and other services dispatched.

Working knowledge of supervisory principles and practices including hiring, communications, motivations, leadership, training, and performance coaching and evaluation.

Working knowledge of Town personnel and purchasing procedures.

Some knowledge of grammar, spelling, and vocabulary.

Ability to accurately receive and clearly transmit radio communications.

Ability to assess people and situations, to apply sound judgment, to remain calm under stressful conditions and to elicit sufficient and essential information for dispatching and assisting field personnel.

Ability to establish and maintain effective work relationships with departmental staff and the public.

Ability to train new employees.

Ability to follow oral and written instructions.

Ability to perform data entry at the proper speed and accuracy.

Ability to prepare and maintain a variety of records and reports.

Ability to prepare clear and concise activity reports.

Ability to build and maintain cooperative and effective public relations with the Citizens.

Ability to establish and maintain effective working relationships with coworkers, supervisors, and other public officials.

Physical Requirements

Must be able to physically perform the basic life operational functions of standing, walking, hearing, kneeling, reaching, feeling, grasping, pushing, pulling, bending, climbing, crawling, fingering, and performing repetitive motions.

Must be able to perform medium work exerting up to 50 pounds of force occasionally; 20 pounds frequently; and 10 pounds constantly.

Must possess the visual acuity to operate a police vehicle and distinguish details and differences when observing people, places, or things on patrol.

Desirable Experience and Education

Graduation from high school and completion of basic law enforcement training; possession of a Basic Law Enforcement Certificate; or an equivalent combination of education and experience.

Graduation from high school, 40 hours of supervisory training, and considerable related communications, dispatching or administrative support work experience; or an equivalent combination of education and experience.

Special Requirements

Before assignment to sworn duties, employees must possess a valid North Carolina driver's license and have completed at least the minimum requirements established by the North Carolina Justice Training and Standards Commission for certified law enforcement officers.

Certification by the State of North Carolina as a DCI Operator in all nine modules and ability to teach Module I.

Atlantic Beach
2006

Special Note: This generic class description gives an overview of the job class, its essential job functions, and recommended job requirements. However, for each individual position assigned to this class, there is available a completed job questionnaire with a physical abilities checklist, which can give further details about that one specific position. Those documents should be reviewed before initiating a selection process. They can provide additional detailed information on which to base various personnel actions and can assist management in making legal and defensible personnel decisions.