

**TELECOMMUNICATOR SUPERVISOR**

**Nature of Work:** Under general supervision, leads and directs the work of a staff of telecommunicators in conjunction with performing various duties required to operate the radio room and communication equipment necessary for the efficiency and safety of the uniformed personnel of the Division of Public Safety. Performs related work as required.

**Examples of Work**

Supervises, organizes and prepares work schedules of telecommunicators.

Serves as Terminal Agency Coordinator (TAC) and contact person for the WEAPONS staff.

May train other terminal operators in preparation for certification on the operation of the teletype.

Operates all applicable radio equipment, dispatches/receives radio communications.

Types daily radio logs, teletypes, master file cards, wanted and missing person cards, monthly activity sheets, incident log, wrecker log and related documents.

Assists the public by responding to requests for information and emergency assistance. Assists walk-in public when necessary.

Operates teletype and performs related functions.

**Knowledge, Skills and Abilities**

Knowledge of NCIC operating and code manuals.

Knowledge of Division of Public Safety policies and procedures relating to use of NCIC and NLETS.

Knowledge of modern office practices and procedures.

Knowledge of arithmetic and English grammar and common usage.

Ability to retain and summarize information and to relay sometimes critical information clearly, promptly and accurately.

Ability to type accurately at a rate of 25 w.p.m.

Ability to work quickly and accurately under pressure.

Ability to operate a teletype.

Ability to train, supervise and evaluate the work of others.

**Minimum Qualifications**

**Training:** Graduation from a standard high school or the equivalent.

**Experience:** One year of full-time or equivalent part-time paid experience as a telecommunicator.

**Special Requirement:** Must maintain a current certification as WEAPON terminal operator (recertification every two years).

Effective: 8/19/93  
Established: 4/1/94