



## University System of Maryland Job Class Specification

**TITLE: POLICE COMMUNICATIONS SUPERVISOR**  
**FLSA: NONEXEMPT**  
**EEO6: H40**  
**IPEDS-SOC: S-431011**

**JOB CODE: N11POV**  
**JOB TYPE: INST SPECIFIC UMCP**  
**JOB FAMILY/SERIES: POL**

**APPROVED BY:**  
**Chancellor Donald N. Langenberg**

**EFFECTIVE DATE: 07/01/1996**

### **JOB SUMMARY**

Under general supervision, is responsible for the supervision and operation of the UMCP Police Communications Center.

### **PRIMARY DUTIES**

1. Plans, organizes, and coordinates the functions and operations of the Police Communications Center. Develops staffing schedules and supervises the 24 hour operations of the Center.
2. Plans and coordinates maintenance and improvements to all electronic and computer equipment.
3. Assures Center adherence to State requirements as a 911 Public Safety Answer Point (PSAP). Monitors the efficiency of the Center and makes recommendations for improvements where needed.
4. Develops and provides training programs for new employees and in-service training for the staff.
5. Receives and investigates complaints related to Center operations. Drafts written responses or recommendations for corrective action.
6. Coordinates fingerprinting services for Child Care background investigations with Criminal Justice Information System-Central Repository and the University community. Responds to other related requests as appropriate.
7. Performs all duties of a Police Communications Operator as needed.

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: Four years as a Police Communications Operator

OTHER: Certification to operate a National Criminal Information Center (NCIC)

**REQUIRED KNOWLEDGE/SKILLS/ABILITIES**

Comprehensive knowledge of emergency communications practices and procedures. Skill in the operation of assigned communications equipment including telephones, voice recorder, computer terminal and input keyboard, radio transmitter, and teletypewriter; in summarizing and relaying information; in the use of keyboards and office equipment. Ability to analyze a variety of communication problems and make technical and procedural recommendations for their resolution; to communicate effectively both orally and in writing; to coordinate activities of several sections involved in emergency call and dispatch functions; to maintain records and prepare written reports; to establish and maintain effective working relationships; to supervise and train assigned staff; to remain calm under pressure and function effectively in situations involving stress and uncertainty.

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. Candidates selected for employment may be subject to medical inquiries and/or medical examination to determine the ability to perform the job. Employees in this job class must maintain certification for NCIC operation.