

City of Sweet Home Job Description

Job Title: Communications Services Commander / Administrative Assistant to Chief of Police

Department: Police

Reports To: Chief of Police

FLSA Status: Exempt

Prepared By: RHB

Prepared Date: May 30, 2005

Approved By: CM

Approved Date: June 8, 2005

Summary

Supervises and coordinates activities of workers engaged in receiving emergency or non-emergency calls, dispatching personnel and equipment, and providing prearrival instructions to callers by performing the following duties. Duties also include acting as an Administrative Assistant to the Chief of Police.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

Prepares work schedules to ensure that sufficient shift personnel are available for workload demands.

Reviews dispatch operations to identify technical and operational training needs and recommend operational improvements.

Reviews and recommends modifications to computer-aided dispatch systems.

Assigns duties and examines work for conformance to policies and procedures.

Coordinates emergency calls and relays information and assistance requests involving other law enforcement and fire fighting agencies.

Enters, updates, and retrieves information from police computer systems relating to wanted persons, stolen property, vehicle registration, stolen vehicles, and other information.

Tests, inspects, and operates radio, telephone, computer, and other equipment as needed.

Prepares, reviews, and maintains reports, statistics, and records.

Performs the work of subordinate dispatch personnel as needed.

Meets with committees composed of representatives from fire and police departments, public, and other interested groups to develop, review, and update policies and procedures for dispatch center.

Administrative Assistant Duties include, but are not limited to the following:

Reads and routes incoming mail. Locates and attaches appropriate file to correspondence to be answered by Chief.

Takes dictation in shorthand or by machine and transcribes notes on typewriter or computer, or transcribes from voice recordings.

Composes and types routine correspondence.

Organizes and maintains file system, and files correspondence and other records.

Assists in coordinating Chief's schedule.

Arranges and coordinates travel schedules and reservations of Departmental staff.

Conducts research, and compiles and types statistical reports.

Coordinates and arranges meetings, prepares agendas, reserves and prepares facilities, and records and transcribes minutes of meetings.

Makes copies of correspondence or other printed materials.

Prepares outgoing mail and correspondence, including e-mail and faxes.

Orders and maintains supplies, and arranges for equipment maintenance.

Supervisory Responsibilities

Directly supervises 5-10 employees in the Communications Services Division. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, making effective recommendation for hiring and firing, training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

Competencies

To perform the job successfully, an individual should demonstrate the following competencies

Analytical - Synthesizes complex or diverse information; Collects and researches data; Uses intuition and experience to complement data; Designs work flows and procedures.

Problem Solving - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.

Project Management - Develops project plans; Coordinates projects; Communicates changes and progress; Completes projects on time and budget; Manages project team activities.

Technical Skills - Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.

Customer Service - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service ; Responds to requests for service and assistance; Meets commitments.

Interpersonal Skills - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.

Oral Communication - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.

Written Communication - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.

Teamwork - Balances Department and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive Department spirit; Puts success of Department above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.

Visionary Leadership - Displays passion and optimism; Inspires respect and trust; Mobilizes others to fulfill the vision; Provides vision and inspiration to peers and subordinates.

Change Management - Develops workable implementation plans; Communicates changes effectively; Builds commitment and overcomes resistance; Prepares and supports those affected by change; Monitors transition and evaluates results.

Delegation - Delegates work assignments; Matches the responsibility to the person; Gives authority to work independently; Sets expectations and monitors delegated activities; Provides recognition for results.

Leadership - Exhibits confidence in self and others; Inspires and motivates others to perform well; Effectively influences actions and opinions of others; Accepts feedback from others; Gives appropriate recognition to others.

Managing People - Includes staff in planning, decision-making, facilitating and process improvement; Takes responsibility for subordinates' activities; Makes self available to staff; Provides regular performance feedback; Develops subordinates' skills and encourages growth; Solicits and applies customer feedback (internal and external); Fosters quality focus in others; Improves processes, products and services.; Continually works to improve supervisory skills.

Quality Management - Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness.

Business Acumen - Understands business implications of decisions; Aligns work with strategic goals.

Cost Consciousness - Works within approved budget; Develops and implements cost saving measures; Contributes to profits and revenue ; Conserves organizational resources.

Diversity - Demonstrates knowledge of EEO policy; Shows respect and sensitivity for cultural differences; Promotes a harassment-free environment.

Ethics - Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values.

Organizational Support - Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values; Benefits organization through outside activities; Supports affirmative action and respects diversity.

Strategic Thinking - Develops strategies to achieve organizational goals; Understands organization's strengths & weaknesses; Analyzes market and competition; Identifies external threats and opportunities; Adapts strategy to changing conditions.

Judgment - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.

Motivation - Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence; Takes calculated risks to accomplish goals.

Planning/Organizing - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans.

Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.

Quality - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.

Quantity - Meets productivity standards; Completes work in timely manner; Strives to increase productivity; Works quickly.

Safety and Security - Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions ; Uses equipment and materials properly.

Adaptability - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.

Attendance/Punctuality - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.

Dependability - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals.; Completes tasks on time or notifies appropriate person with an alternate plan.

Initiative - Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for and offers help when needed.

Innovation - Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas; Presents ideas and information in a manner that gets others' attention.

Qualifications

Employee must be a US Citizen and at least 21 years of age and must be free of any felony convictions. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

Associate's degree (AA/AS) from a two-year college or university and five or more years of continuous and progressive law enforcement experience or combination of education and experience.

Language Skills

Ability to read, analyze, and interpret technical journals, financial reports, and governmental and legal documents. Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community. Ability to write speeches and articles for publication that conform to prescribed style and format. Ability to effectively present information to top management or public groups.

Mathematical Skills

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent.

Reasoning Ability

Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract variables.

Computer Skills

To perform this job successfully, an individual should have knowledge of Contact Management systems; Database software; Human Resource systems; Internet software; Inventory software; Payroll systems; Spreadsheet software and Word Processing software.

Certificates, Licenses, Registrations

Employee must possess a current valid Oregon Drivers License. Must be eligible to obtain and must obtain, within one year of employment, a DPSST Advanced Telecommunicator Certificate and a DPSST Supervisory Certificate. Employee must then maintain a DPSST Advanced, or higher, Telecommunicator Certificate.

Other Qualifications

Must be willing to work variable shifts, including weekends and holidays. Must be willing to work extended hours when directed by a supervisor or when necessary to complete mission.

Employee must at all times reside within five air miles of the Police Department.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to sit; use hands to finger, handle, or feel; reach with hands and arms, talk and hear clearly. The employee is frequently required to walk. The employee is occasionally required to stand; stoop, kneel, crouch, or crawl and taste or smell. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision and ability to adjust focus.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is occasionally exposed to moving mechanical parts and outside weather conditions. The noise level in the work environment is usually moderate.