



NON-SWORN MEMBER VACANCY

The Kansas City Missouri Police Department employment practices are designed to hire, promote, and assign members without discrimination on the basis of race, color, religion, sex/gender, age, national origin, genetics, or disability.

DATE: November 1, 2024

JOB VACANCY MEMORANDUM NO. 24-32

TITLE: Supervisor II, Communications Unit

ELEMENT OF ASSIGNMENT: Communications Unit

PAY RANGE: 26

STARTING MONTHLY SALARY: \$7,620

VACANCY STATUS: Vacant

EXPIRATION DATE: November 15, 2024

REQUIREMENTS:

To supervise, assign, review, and participate in the work of staff responsible for processing and dispatching of emergency, non-emergency, and administrative calls. Ensure work quality in accordance to the department's mission and standards: to ensure adherence to established goals, policies, and procedures. Responsible for overseeing multiple employees during the day-to-day operations of a call/dispatch center.

Essential Job Functions: (Functions essential to attaining job objectives.)

Must be able to effectively and intermittently perform the essential job functions and standards of Communications Specialist III and IV (Call Taker and Dispatcher).

1. Must have thorough knowledge of a 24-hour communications center, including familiarity with public safety and concerns of communications environments, demands, and requirements.
2. Supervise and train unit personnel in accordance with department and unit policies, unit business practices, and principles of officer safety. This includes professionally handling personnel issues, internal grievances, and complaints (generated from both inside and outside the department).
3. Effectively communicate verbally with the public, subordinates, supervisors, and superiors to interpret, explain, and answer operational and procedural questions.

4. Develop and maintain cooperative and professional relationships with employees at all levels, representatives from other department elements, and outside agencies.
5. Maintain awareness of situations and events within the call/dispatch center.
6. Determine and evaluate both emergency and non-emergency situations and make decisions under pressure or stressful conditions within the parameters of department policy and procedures.
7. Function effectively in a routinely stressful environment.
8. Monitor unit personnel for performance, excellent customer service, and ensure adherence to department policy and procedure.
9. Coordinate the implementation of critical incident procedures. Responsible for making an orderly transition to the back-up methods of operation in the event of equipment failure, other critical incident or planned event.
10. Receive and disseminate information to provide appropriate customer service to unit members, other department elements, the community, and the media during both routine operations and critical incidents.
11. Perform administrative duties such as: preparing member performance evaluations, disciplinary actions, and assignment rosters; updating personnel jackets, verifying timekeeping and overtime entries; scheduling and preparing reports and ordering weekly supplies.
12. Utilize leadership techniques, principles, and procedures to assign work schedule, train, and evaluate the work of assigned staff. Conduct quality assurance reviews with feedback and coaching at regular intervals,
13. Act as a custodian of records, duties to include: research, assign, and complete requests for recording requests from prosecutors, outside agencies, and Office of General Counsel, and other department elements. Prepare reports, cost bills, affidavits, and other paperwork as needed
14. Responsible for making timely notifications to required department elements and personnel during critical incidents and certain pertinent non-emergency situations.
15. Operate and monitor all communications systems including: CAD (Computer Automated Dispatch), radio systems, and security alarms. Troubleshoot and correct minor problems and make the correct and timely notifications to facilitate equipment repairs.
16. Maintain confidentiality regarding sensitive, confidential, legal, and/or employee performance information encountered or accessed during the performance of duties.
17. Review statistical data to ensure employee performance.
18. Monitor and review shift workload to adjust staffing levels and breaks as needed.
19. Monitor employee actions and behavior for signs of stress, coping and general emotional well-being; at all times, including during, or any time after, high stress or critical incidents.
20. Maintain reliable and predictable attendance. Must have the ability to work flexible hours, overtime (even on short notice), and work any shift or holiday as assigned for the operational needs of the unit.
21. Will obtain a Notary Public Commission within six (6) months of appointment as a Supervisor II within the Communications Unit.
22. Advance professional development by attending training regularly.

23. Assume the duties of Acting Commander when needed.
24. Perform related duties as required.
25. This class specification should not be interpreted as all inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA) as amended by the Amendments Act of 2008 (ADAAA); and the Missouri Human Rights Act (MHRA).

Job Standards: (Minimum qualifications needed to perform essential functions.)

To successfully perform the essential functions of this position, the incumbent must be at least 18 years of age and have:

- a high school diploma or equivalent;
- a minimum of 4 years experience working in an Emergency Communications Unit(s), with at least 3 of the years as a dispatcher;
- a current valid driver's license;
- previous typing, data entry experience, and a working knowledge of Microsoft Excel, PowerPoint, and Word;
- familiarity with department policies and procedures;
- above average knowledge of law enforcement procedures, CAD, the principles and practices of effective staff supervision and motivation;
- the ability to develop and maintain cooperative and professional working relationships with fellow employees, representatives from other departments, and supervisors;
- the ability to use logic and reasoning to reach conclusions and approaches to problems;
- the ability to use judgement and decision-making skills to evaluate situations, establish priorities, and resolve matters;
- the ability to think quickly and work under stressful conditions;
- the ability to actively listen and communicate effectively;
- the ability to follow verbal and written instructions;
- the ability to effectively supervise employees and remain calm in emergency situations; deal with hostile, abusive, and irrational individuals;
- communicate effectively with diverse groups of individuals using tact and diplomacy;
- a general knowledge of the geography and major Landmarks of the City of Kansas City, MO; and
- have the ability to communicate effectively both orally and in writing to include making public presentations.

Physical Requirements: Position requires use of the telephone, the ability to hear, performing stationary work at a computer, use a foot pedal and sitting and/or standing at the designated communications supervisor console. Position requires light lifting (5-20 pounds) frequently and may have to occasionally lift up to 50 pounds. Incumbent must have the ability to kneel and crawl in tight spaces to check wiring and connections periodically.

Job Location: (Place where work is performed.)

The position operates in a standard office environment 95% of the time. Community Outreach events, training courses, meetings and certain critical incidents may be required to be conducted off-site and/or in an outdoor environment.

Equipment: (Machines, devices, tools, etc., used in job performance.)

- NICE recording equipment and software
- CAD Communications consoles – Supervisor, Dispatcher, Call Taker, and Switchboard
- PC based computer(s)
- Radio System (and its maintenance system)
- Standard multiline Telephones and 9-1-1 Telephone systems (including TDD or TDY equipment and the maintenance system of the 9-1-1 telephone)
- Direct Alarm Monitoring Systems
- Copier/scanner/fax
- Hand-held portable radios (walkie-talkie)

All department members interested in being interviewed for the above position must submit a copy of their Request for Transfer, Form 4 P.D. to the Human Resources Division (HRD). The original Request for Transfer form must be submitted through the member's chain of command for endorsement and upon completion, forwarded to the HRD. In addition, another copy of the Request for Transfer, resume and completed Selection Process Candidate Review Form, Form 417 P.D. (with chain of command endorsements) must be submitted directly to **Captain Lonnie Price, Communications Unit by no later than NOVEMBER 15, 2024.**

Outside applicants interested in being considered for the position must submit a cover letter and resume outlining how they are qualified for this position and a resume to the Mindy.Davis@kcpd.org, to be received no later than **NOVEMBER 15, 2024.**

All members must obtain a residence within 30 statute (air) miles of the nearest Kansas City, Missouri city limit during the full term of their employment with the Department.

<https://kcpd.maps.arcgis.com/apps/instant/lookup/index.html?appid=2e0311b882d84e6cb8ed17fc15539761>

Individuals who meet all of the qualifications will be contacted individually. The candidate must also complete a TABE test, Keystroke test (80% accuracy), MMPI, CVSA, post-offer physical examination and drug screen.

Captain Justin Pinkerton
Captain Justin Pinkerton
Commander, Employment Unit