



**CITY OF LAKE ALFRED
POLICE DEPARTMENT
JOB DESCRIPTION**

TITLE: Communications Coordinator/Records Clerk
GRADE: 8

DEPARTMENT: Police Department

GENERAL DESCRIPTION: This is a general employee position that assists the Detective Sergeant with scheduling, planning, organization and implementation of communications personnel and record keeping. First line supervisor for communications personnel that assures department goals and objectives for communications and record keeping are implemented and met. Accountable to and works under the direction of the Detective Sergeant.

ESSENTIAL JOB FUNCTIONS:

- A. Provides administrative direction, assigns and evaluates work of dispatch personnel.
- B. Acts as system administrator for computer aided dispatch system and 911 emergency system: insures that all systems are operating properly. Makes recommendations for improvements to systems
- C. Oversees operation of communications equipment including radios, switchboards, telephones, teletypes and remote and/or onsite alarm systems: oversees maintenance of such equipment.
- D. Submits reports on status of personnel and equipment
- E. Assists employees on ways to improve productivity, continually strives to motivate employees to maintain a positive, professional and efficient work environment. Resolves conflict among dispatch personnel
- F. Assists the Detective Sergeant with directing and planning schedules and coordinates training of assigned personnel.
- G. Provides employees with information regarding law changes and monitors employees compliance with same.
- H. Receives and documents complaints for dispatch personnel in reference to violations of rules, polices or laws. Forwards all information gathered and documentation to the Detective Sergeant for action.
- I. Provides administrative direction, assigns and evaluates work for record keeping purposes and documentation.
- J. Makes recommendations to improve the record keeping system within the department
- K. Establishes and maintains a record keeping system based on departmental needs and goals.
- L. Submits reports to county, state and federal agencies as required in a timely manner.
- M. Submits statistical reports on crime activity and other activity as requested by the Chief of Police and/or supervisor.



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- N. Enters traffic facts and criminal incident report data to compose reports for monthly, bi-annually and yearly reporting to administration and city staff.
- O. Completes taped statement transcriptions, court and clerk submittal forms, UCR reports and files all criminal cases in numeric order.
- P. Responsible for the Police Department accounting.
- Q. Receives and fulfills all public records requests.
- R. Performs other related duties as directed or required by the Police Chief.

MINIMUM QUALIFICATIONS:

High school graduation or possession of equivalency diploma. Thorough knowledge of switchboards, radios and phone systems. Record keeping and filing experience is preferred.

KNOWLEDGE, SKILLS AND ABILITIES:

- ❖ Thorough knowledge of the principles, practices, rules, regulations, procedures and operations of both communications and record keeping.
- ❖ Knowledge of supervisory and interpersonal skills, relationships and human psychology.
- ❖ Knowledge of applicable criminal law.
- ❖ Knowledge of technical police report writing, department reporting requirements and proper forms and formats to be used.
- ❖ Ability to plan, schedule, coordinate, supervise and evaluate work of subordinates.
- ❖ Ability to delegate work assignments.
- ❖ Ability to read and write legibly and prepare technical reports and correspondence.
- ❖ Ability to speak and enunciate clearly to personnel and citizens in person, over the phone or radio.
- ❖ Ability and willingness to accept responsibility, to analyze problems, exercise sound judgment, implement solutions and react with minimum supervision.
- ❖ Ability to advise, instruct and coordinate training for assigned personnel.
- ❖ Leadership and motivational skills sufficient to establish and maintain a positive, professional and efficient work environment and public image.
- ❖ Must have thorough knowledge of the city and surrounding areas.

EDUCATION AND EXPERIENCE:

High school graduation or possession of an acceptable equivalency diploma, AA degree preferred. Must have at least one (1) year acceptable experience as a communications operator with Police Department, Lake Alfred experience preferred. Experience in dispatching and record keeping is desirable, or any equivalent combination of experience and training meeting the required knowledge, skills and abilities. *(A comparable amount of education, training or experience may be substituted for the minimum qualifications.)*



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LICENSES, CERTIFICATIONS OR REGISTRATION:

- ❖ FCIC/NCIC certified
- ❖ Registered with Florida Department of Law Enforcement
- ❖ 911 Operator Certification
- ❖ Uniform Crime Report Certification
- ❖ Obtain & maintain Local Agency Security Officer (LASO) Certification
- ❖ Terminal Agency Coordinator (TAC) Certification
- ❖ Valid Florida Driver's License

ESSENTIAL PHYSICAL SKILLS:

- ❖ Acceptable eyesight (with or without corrective lenses)
- ❖ Acceptable hearing (with or without a hearing aid)
- ❖ Must have physical ability, strength and flexibility to perform job functions in the work environment

ENVIRONMENTAL CONDITIONS:

Must be able to work any hours in an inside climate-controlled environment that requires long hours of sitting.
(*Reasonable accommodations will be made for otherwise qualified individuals with a disability.*)

POSITION CLASSIFICATION EXEMPTION STATUS: Non-Exempt