

ILLINOIS DEPARTMENT OF CENTRAL MANAGEMENT SERVICES  
CLASS SPECIFICATION

TELECOMMUNICATIONS SUPERVISOR

POSITION CODE: 45305

Effective: 12-1-98

DISTINGUISHING FEATURES OF WORK:

Under general direction, plans, directs and evaluates the operations of a telecommunications center; supervises a staff of telecommunicators providing computer assisted law enforcement radio dispatching and call taking to state and local agencies; trains, schedules and evaluates the performance of Telecommunicators in a law enforcement district office through subordinate lead workers, overseeing a continuous multi-shift operations; maintains personnel and operational files, office inventory control; administers operations dispatching and telecommunications service contracts with various state and local agencies; prepares operating reports.

ILLUSTRATIVE EXAMPLES OF WORK:

1. Plans, supervises and coordinates a State Police District Telecommunications Center, providing for computer assisted radio dispatching services for law enforcement personnel; schedules approximately nine telecommunications personnel on multiple shifts, maintains personnel and operational files, prepares associated records and reports utilizing word processing, spreadsheet and database software applications.
2. Administers procedural policies; monitors compliance with standard operating procedures; provides corrective training where necessary to maintain operational standards and station efficiency; operates console ten hours per month to maintain operational efficiency; takes supervisory and managerial training; serves as a member of the hiring selection interview team.
3. Administers the Telecommunicator Trainee Program at the district level, providing on-the-job training of new employees; reviews employee performance on a continuing basis and prepares and signs periodic employee performance evaluations; promotes or terminates trainees, as appropriate.
4. Testifies in court when appropriate concerning operational policy, the accuracy and content of communications documents and recording devices, and other issues interrelated with the apprehension of suspects by law enforcement officers.
5. Identifies system and equipment operational deficiencies, and recommends potential solutions.
6. Serves as 911 and communications consultant on operational matters to the Illinois State Police command personnel at the work location, and to local criminal justice agencies; supervises a 911 center and coordinates training for assigned staff.
7. Ensures subordinate compliance with FCC and ICC rules and regulations and federal security and privacy procedures.
8. Ensures subordinate compliance with the LEADS, NLETS, NCIC, SOS, FOID, SALOON, and CHRI rules, regulations, policies, and procedures; acts as liaison between data processing, command personnel, and local non-LEADS terminal criminal justice agencies.

## TELECOMMUNICATIONS SUPERVISOR (continued)

9. Develops and maintains required FCC, personnel, and law enforcement computer system operational files and procedures manuals including computer aided dispatch (CAD).
10. Administers the collective bargaining contract; conducts labor/management meetings; prepares local formal labor/management agreements and processes and adjusts first level grievances.
11. Supervises subordinate employees in the district operation of the National Warning System (NAWAS) disseminating district-wide tornado and severe weather watches and warnings, air pollution alerts, nuclear disasters, FAA missing aircraft alerts, military attack alerts, and Warning System tests.
12. Schedules operational personnel according to the needs of the Illinois State Police and other state agencies with whom formal dispatch agreements exist; monitors operations to ensure compliance with existent guidelines, contracts and agreements.
13. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.

### DESIRABLE REQUIREMENTS:

#### Education and Experience

Requires knowledge, skill and mental development equivalent to the completion of four years of college with major coursework in communications, administration, psychology, public administration, sociology, speech, or related coursework; Telecommunicator Call Taker experience accepted year-for-year for required college.

Requires four years of progressively responsible experience in a Law Enforcement telecommunications information system such as LEADS/CAD, performing work such as a Telecommunicator Call Taker and Lead Worker.

#### Knowledges, Skills and Abilities

Requires extensive knowledge of law enforcement communications procedures, FCC rules and regulations, law enforcement computer systems (such as CAD, NLETS, NCIC, FOID, SALOON, CCH), law enforcement filing, the records systems, law enforcement terminology and concepts, security and privacy regulations.

Requires a working knowledge of the communications system, its equipment and proper operation.

Requires ability to maintain supervisory control under stressful conditions.

Requires ability to properly arrange material for transmission and to determine priority of messages.

Requires ability to recognize malfunctions of equipment and coordinate servicing.

Requires ability to gain and maintain effective and cordial working relationships with subordinate employees, officers, and the public.

Requires ability to adapt to scheduling problems on short notice as required.

Requires the ability to obtain LEADS operator certification within the probationary period.

Requires strong interpersonal skills.

Requires strong verbal and written communication skills.

Requires working knowledge of word processing, spreadsheet and database software applications.