

**CLASS TITLE: Supervising Police Communications Operator**

**CHARACTERISTICS OF THE CLASS:** Under general supervision, supervises and directs a staff of Police Communications Operators engaged in responding to 9-1-1 emergency calls and performing emergency dispatching functions; and performs related duties as required.

**ESSENTIAL DUTIES:** Functions as a first line supervisor, overseeing a staff of Police Communications Operators responsible for receiving and processing 9-1-1 emergency calls, and dispatching police field units to reported incidents of crime or emergencies; operates a computer-aided dispatch console to monitor group and individual work loads and response times in order to assess efficiency of operations; assigns staff and allocates emergency communications equipment based on activity levels in specific geographical areas and police districts to ensure optimal use of resources; monitors the status of incoming calls and assignments dispatched to police field units; directs the dispatch of additional personnel and public safety support units as required including police technicians, specialists and investigators to incident locations; evaluates staff performance and recommends additional training as needed; ensures that appropriate management personnel are notified of critical incidents; investigates complaints regarding response and level of service provided by staff and prepares recommendations for needed actions; supervises the implementation of emergency plans in response to critical situations beyond the normal scope of operations.

**RELATED DUTIES:** Provides training to Police Communications Operators on emergency dispatching duties; may operate computer-aided dispatch equipment to dispatch field units to reported incidents of crime or emergencies.

**MINIMUM QUALIFICATIONS:**

Training and Experience. Three years of progressively responsible experience in emergency communications and dispatching operations requiring the use of computer-aided dispatch equipment.

Knowledge, Abilities and Skill. Considerable knowledge of police operations and police dispatching procedures. Considerable knowledge of radio, telephone and computer-aided dispatch communications systems. Considerable knowledge of geographical locations within the City.

Code: **8604**  
Public Safety Service  
Fire Service Group  
Fire Alarm Operations Series

CLASS TITLE: **Supervising Police Communications Operator (cont'd)**

Ability to plan, coordinate and supervise the work of Police Communications Operators. Ability to operate radio, telephone and computer-aided dispatch emergency communications equipment. Ability to work under stressful situations.

Good oral and written communication skills. Good typing skills. Skill in the use of computer-aided dispatch communications systems software and equipment.

Working Conditions. Police and Fire Emergency Communications Facility.

Equipment. Headset. Computer-aided dispatch communications equipment including a multiple screen computer console with interactive mapping display, touch-screen telephone and radio controllers, instant recall recording devices, and TTY communications equipment for the hearing impaired.

NOTE: While the list of essential duties is intended to be as inclusive as possible, there may be other duties which are essential to particular positions within the class.

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City of Chicago  
Department of Human Resources  
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