

# Police Communications Specialist II

## Position Details

Class Code: 4057

Job Family: Police Services

Classification: Support Professional

Terms of Employment: [Pay Grade 58 on the Support Professional Salary Schedule](#)

FLSA STATUS: NON-EXEMPT

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## Position Summary

Under direction of the Bureau Commander, plans, organizes, coordinates, and oversees Communications Center activities; assists in formulating/implementing Communications Center goals, objectives, and procedures; trains, assigns work, and supervises/evaluates the performance of assigned staff. Demonstrates strong leadership and endorses a team environment.

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## Essential Duties and Responsibilities

The list of Essential Duties and Responsibilities is not exhaustive and may be supplemented.

1. Plans, prioritizes, supervises, and reviews the work of communications/dispatch employees on an assigned shift.
2. Prepares daily/monthly schedules to ensure adequate staffing; monitors employee attendance and makes adjustments, as needed.
3. Trains staff and Department employees; ensures professional learning of supervised personnel.
4. Analyzes and resolves questions/complaints from Department members, Clark County School District personnel, students, parents/guardians, emergency services personnel, and the public.

5. Receives and coordinates emergency/non-emergency service calls from District personnel, parents/guardians, students, emergency services personnel, and the public; determines nature, location, and priority of calls; dispatches units, as necessary.
6. Regularly monitors radio traffic, telephone conversations, and the work environment to ensure compliance with Department procedures, Federal Communications Commission (FCC) guidelines, and Criminal Justice Information Services (CJIS) Security policy.
7. Exercises proper judgment in emergency situations lacking established procedures.
8. Assists public in requesting police reports, filing commendations/complaints against departmental employees, ride-a-longs, and other services provided.
9. Conducts quality assurance reviews of employee work performance and floor operations; provides constructive feedback to employees; works with employees to correct deficiencies; provides/coordinates employee remedial training; prepares evaluation reports.
10. Operates, monitors, tests, inspects, and troubleshoots Communications Center equipment; documents equipment failures and arranges for maintenance/repairs
11. Participates in developing, maintaining, and administering operational procedures.
12. Generates a variety of statistical reports, as needed.
13. Coordinates with other Police Communications Specialist II's to ensure operations/management continuity and for related duties assigned by Bureau Commander.
14. Assists in developing Communications Section goals, objectives, procedures, and strategies.
15. Oversees implementation of Communications Section goals, objectives, procedures, and strategies.
16. Reviews contractual/regulatory boundaries to ensure compliance; tracks and implements regulatory/legislative changes.
17. Acts as a key Department representative on Communications Section-related matters at hearings, committee meetings, and regular liaison meetings.
18. Makes presentations to Department members, District personnel, students, parents/guardians, and the public.
19. Coordinates Communications Training and Evaluation Program (CTEP) activities.
20. Acts as an Assistant Terminal Agency Coordinator (ATAC); assists in ensuring Department compliance with State and National Crime Information Center (NCIC), and CJIS policies/regulations.

21. Assigns Operator Identification Numbers (OIN) and maintains user access to national, regional, state, and local law enforcement databases such as the NCIC, Department of Motor Vehicles (DMV), Nevada Law Enforcement Telecommunications (NLETS), Nevada Criminal Justice Information Systems (NCJIS) and Shared Computer Operation for Protection in Enforcement (SCOPE) systems; monitors system usage, enforces applicable policies/procedures, and participates in scheduled and random CCSD Police Department (CCSDPD) audits by controlled service agencies.
  22. Enters, updates, deletes, and verifies information entered into criminal justice databases.
  23. Performs computer audits on terminals with access to criminal justice systems to ensure the Department is meeting state and federal technical compliance guidelines.
  24. Manages multiple criminal justice applications; assists in resolving system downtime issues by working with internal/external information technology (IT) support professionals.
  25. Maintains accurate database authorization lists, user reports, files, and policy manuals.
  26. Conducts scheduled and random audits to ensure system entries are accurate. Disseminates pertinent information to the State of Nevada and terminal users, as required.
  27. Validates NCIC records, performs quality control, trains/certifies operators, maintains records, and secures Federal Bureau of Investigation (FBI) terminals.
  28. Assists in researching, writing, implementing, and monitoring criminal justice system/database procedures.
  29. Conducts pre-employment computer-based background checks of employees, guest observers, and contractors who may have access to the Police Services Complex.
  30. Stays current on emergency dispatch trends and innovations.
  31. Exemplifies Department values, both on and off duty; serves as a positive role model and representative of CCSDPD.
  32. Conforms to safety standards, as prescribed.
  33. Performs other tasks related to the position, as assigned.
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## **Distinguishing Characteristics**

Supervises/oversees a team of Police Communications Specialist I's (PCS I).

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## Knowledge, Skills, and Abilities (Position Expectations)

1. Ability to perform all essential duties/responsibilities of a PCS I.
2. Knowledge of jurisdictional boundaries, or ability to quickly learn them.
3. Ability to direct, coordinate, train, and evaluate communications staff.
4. Ability to counsel communications staff on job performance.
5. Ability to monitor communications staff activities.
6. Ability to communicate effectively, verbally and in writing; writes clear, concise reports using proper grammar, spelling, and punctuation.
7. Ability to accurately retain, recall, and communicate information; reads/interprets maps and complex material.
8. Ability to actively listen and communicate effectively through clear speech/hearing, often in loud, stressful situations.
9. Ability to function effectively under stress; remains calm during crises; calms hysterical, frightened, or angry callers; elicits vital, detailed information from callers, law enforcement, fire, and Emergency Medical Services (EMS) personnel.
10. Ability to simultaneously attend and respond to competing auditory messages.
11. Ability to enter information into a computer while talking and making quick, sound decisions.
12. Ability to multitask by skillfully utilizing telephone, radio, and computer software systems.
13. Ability to monitor multiple computer screens and windows simultaneously.
14. Ability to work efficiently under extreme pressure/stress.
15. Ability to remain calm and continue working when violent or highly emotional situations occur.
16. Ability to accurately relay critical information, verbally and electronically, to appropriate emergency response units in accordance with Department procedures.
17. Ability to ask questions, interpret, analyze, and anticipate callers' situations, and resolve problems, provide information, dispatch emergency services, or refer callers to other agencies, as appropriate.
18. Ability to use logic/reasoning to reach conclusions and solve problems.
19. Ability to respond tactfully/diplomatically to people of diverse backgrounds, and to people who are confused, irate, upset, under the influence, or irrational.
20. Ability to use sound judgment and decision-making skills when evaluating situations, establishing priorities, and resolving matters.
21. Ability to build and lead an effective team.

22. Ability to think quickly.
  23. Ability to work in a high-pressure, high-security environment.
  24. Ability to establish and maintain effective working relationships with those contacted in the course of work.
  25. Ability to receive and properly execute instructions.
  26. Ability to accurately listen and document verbal information simultaneously.
  27. Ability to work independently and in teams.
  28. Ability to maintain emotional self-control.
  29. Ability to maintain confidential information.
  30. Ability to read maps and printouts.
  31. Ability to work flexible hours and shifts.
  32. Ability to work in confined areas and rooms without windows.
  33. Ability to pass a comprehensive background check.
  34. Knowledge of dispatch/emergency procedures sufficient to supervise communications professionals.
  35. Knowledge of policy development and performance reviews.
  36. Knowledge of Communications Section procedures, regulations, collective bargaining agreements (CBAs), and organizational structure.
  37. Thorough knowledge of telephone and dispatching methods/techniques.
  38. Knowledge of FCC regulations and CJIS Security Policy.
  39. Knowledge of leadership, supervision, training, discipline, delegation, and performance evaluation principles.
  40. Knowledge of conflict resolution approaches.
  41. Knowledge of basic civil and criminal law.
  42. Possess physical and mental stamina commensurate with the responsibilities of the position.
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## **Position Requirements**

### **Education, Training, and Experience**

1. High school graduation or other equivalent (i.e., General Educational Development (GED), foreign equivalency, etc.)
2. Three (3) years' experience processing emergency public service calls and dispatching emergency services via two-way radio, or;  
Three (3) years' experience as a Police Communications Specialist I for CCSDPD. An equivalent combination of related training and experience may be considered.

3. Verified keyboarding/typing score of 45 words per minute net (dated within 12-months from the date certification was printed.) A copy of the keyboarding/typing certification must be uploaded into the application.
4. Must successfully complete the CCSD School Police Services 4-week course in Communications Training for Supervisors within six (6) months of hire into position.

**NOTE:** Keyboarding/typing certifications must follow specific guidelines for consideration as part of the application or qualified selection pool (QSP) placement:

[http://ccsd.net/employees/resources/pdf/typing\\_certification\\_guidelines.pdf](http://ccsd.net/employees/resources/pdf/typing_certification_guidelines.pdf)

## **Licenses and Certifications**

1. A valid driver's license or state-issued identification card.
2. Must complete CJIS training session and obtain CJIS certification within six (6) months of hire into position. Certification must be maintained for the duration of the assignment.
3. Must complete Terminal Agency Coordinator (TAC) training session and obtain TAC certification within one (1) year of hire. Certification must be maintained for the duration of the assignment.

**NOTE:** Applicants/employees are subject to all aspects of mandatory drug/alcohol testing as outlined in [Nevada Revised Statutes \(NRS\) 613.132](#).

## **Preferred Qualifications**

1. Supervisory experience.
2. Bilingual.
3. Bachelor's degree from an accredited college/university in Criminal Justice or a closely-related field.

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## **Document(s) Required at Time of Application**

1. High school transcript or other equivalent (i.e., GED, foreign equivalency, etc.)
  2. Copy of a valid driver's license or state-issued identification card.
  3. Transcript(s) from an accredited college/university, if applicable.
  4. Verified keyboarding/typing score of 45 words per minute net (dated within 12-months from the date certification was printed.)
  5. Specific documented evidence of training and experience to satisfy position qualifications.
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# Examples of Assigned Work Areas

CCSD school police dispatch facilities.

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## Work Environment

### Strength

Light - exert force up to 20 lbs., occasionally; 10 lbs., frequently; or a negligible amount of force constantly.

### Physical Demand

Constant talking, listening, and sitting for prolonged periods of time. Stamina to remain seated or standing and maintain concentration for an extended period of time. Hearing and speech to communicate in person, via video conference and computers, two-way radios, or over the telephone. Vision: Frequent near and far acuity, and color vision. Visual acuity sufficient to read small print, computer screens, video monitors, maps, print outs, other materials, and display devices. Dexterity to operate telephones, portable radios, computers/peripherals, alarms, and other related communications/office equipment.

### Environmental Conditions

Climate-controlled office setting with temperatures ranging from mild to moderate cold/heat. Exposure to noise levels ranging from moderate to loud for occasional to frequent time periods.

### Hazards

Furniture, office equipment, communicable diseases, chemicals and fumes (as related to specific assignment), and power/hand-operated equipment and machinery (as related to specific assignment.)

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## Examples of Equipment/Supplies Used to Perform Tasks

Two-way radio, telephone, computerized communications systems, security alarm systems, computers, printers, copy machines, fax machines, etc.

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## **AA/EOE Statement**

The Clark County School District is proud to be an equal opportunity employer. The Clark County School District is committed to providing all applicants and employees equal employment opportunities without regard to race, color, religion, sex, gender identity or expression, sexual orientation, national origin, genetics, disability, age, military status, or other characteristics protected by applicable law. Here at Clark County School District, we are a diverse group of people who honor the differences that drive innovative solutions to meet the needs of our students and employees. We believe that through a culture of inclusivity, we have the power to reflect the community we serve.

## **Job Revision Information**

- Revised: 07/14/23
- Created: 03/05/07