



Job Title:	Telecommunications Coordinator/Manager	Department/Loc:	Police
FLSA Classification:	Non-Exempt	Date Drafted:	October 21, 2024
Reports To:	Police Lieutenant	Grade: 113	

Position Summary

Under the general supervision of a Police Lieutenant, this class both supervises telecommunications operators and performs police and 911 telecommunications duties. Ensures the strict enforcement and compliance with all applicable laws, codes, policies, procedures, and standards. Performs related dispatch, supervisory, and administrative work as required. Performs and supervises the training of telecommunications personnel. Works under stressful conditions. Reports to the Special Services Lieutenant.

Position Responsibilities- Essential
This list of tasks is illustrative ONLY, and is not a comprehensive listing of all functions and tasks performed by positions in this class. It does not imply that all positions within the class perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned.

The tasks listed below represent the majority of the time spent working in this class. Management may assign additional tasks related to the type of work of the class as necessary.

- Provides leadership to subordinates in the telecommunications unit, and assists in ensuring division compliance with all applicable laws, regulations, policies, procedures and standards of quality and safety.
- Responsible for all administrative and operational functions for the unit.
- Reviews the work of subordinates for completeness and accuracy; evaluates and makes recommendations as appropriate; offers advice and assistance as needed.
- Participates in department, NCIC, SLED TAC, and other trainings.
- Takes necessary steps to ensure the well-being of subordinate employees.
- Reviews all reports, logs and other paperwork received from subordinate TCOs to ensure completion, accuracy and conformance with regulations.
- Inspects subordinates uniforms and appearance to ensure compliance with policy and procedure.
- Assists in and performs TCO duties.
- Prepares certain weekly and monthly reports as necessary.
- Assists in coordinating unit activities with those of other units or divisions, departments, and agencies as appropriate.
- Participates in public relations efforts as necessary to maintain a cooperative and positive relationship between the department and the community.



- Receives and responds directly to citizens inquiries, concerns, and complaints concerning activities and personnel in areas of responsibility.
- Prepares various documents, including CAD reports, employee evaluations, request forms, schedules, and various other records, reports, memos, logs, correspondence, etc.
- Refers to policy and procedure manual, codes, regulations, laws, maps, training manual, etc.
- Operates various types of office equipment, machinery and tools in the performance of duties such as a computer, printer, calculator, radio equipment, telephones, fax machine, copier.
- Assists in the records unit as necessary.

Position Responsibilities- Non-Essential/Other

- Performs general administrative work as required, including but not limited to attending and conducting meetings, preparing reports and correspondence, entering and retrieving computer data, answering the telephone, copying and filing documents, sending and receiving faxes, etc.
- Performs other related duties and other duties as assigned.

Essential Skills and Experience

- Associates Degree and a **required** three(3) years of experience in Public Safety (law enforcement and/or fire) dispatching **OR** be working toward an Associate’s degree in addition to the **required** three(3) years of experience in Public Safety dispatching **OR** the **required** three(3) years of experience in Public Safety dispatching and any equivalent combination of training and experience that provides the required knowledge, skills, and abilities.
- Must have successfully completed required training course for SC E911 dispatchers (SCCJA B.T.O.T. or equivalent) and possess required NCIC full-function certification(s).
- An advanced level of interpersonal skills necessary in order to provide effective leadership to subordinate personnel as well as to develop cooperative working relationships with employees, senior management, elected officials and vendors supplying goods or services to the jurisdiction.
- Analytical abilities necessary to make sound, logical decisions quickly and sound judgment is required to act in the best interest of citizens and jurisdiction. Analytical ability to plan work schedules and evaluate work performances.
- License and certifications

Valid South Carolina Driver’s license.
Must have completed the South Carolina Criminal Justice Academy Basic Telecommunications Officer Training (B.T.O.T.)
Management, supervisory, techniques training desirable.

Mental & Physical Demands- ADA Guidelines

Physical Demands

- Sit Constantly • Walk Frequently



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|------------------------|--------------|------------------|--------------|
| • Stand | Occasionally | • Climb | N/A |
| • Handling | Frequently | • Crawl | N/A |
| • Reach Outward | Frequently | • Squat or Kneel | Occasionally |
| • Reach Above Shoulder | Occasionally | • Bend | Occasionally |

Lifting Requirements

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|---------------------|--------------|-----------------|--------------|
| • 10 pounds or less | Frequently | • 51-100 pounds | Occasionally |
| • 11-20 pounds | Occasionally | • >100 pounds | N/A |
| • 21-50 pounds | Occasionally | | |

Pushing and Pulling Requirements

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|---------------------|--------------|---------------------|--------------|
| • 12 pounds or less | Frequently | • 41 to 100 pounds | Occasionally |
| • 13 to 25 pounds | Frequently | • > than 100 pounds | Occasionally |
| • 26 to 40 pounds | Occasionally | | |

Definitions

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|--------------|----------------|---|
| • <i>N/A</i> | Not Applicable | Activity is not applicable to this occupation |
| • <i>O</i> | Occasionally | Occupation requires this activity up to 33% of the time (0 - 2.5+ hrs/day) |
| • <i>F</i> | Frequently | Occupation requires this activity from 33% - 66% of the time (2.5 - 5.5+ hrs/day) |
| • <i>C</i> | Constantly | Occupation requires this activity more than 66% of the time (5.5+ hrs/day) |

ENVIRONMENTAL HAZARDS:

The job risks exposure to no known environmental hazards.

SENSORY REQUIREMENTS:

The job requires normal visual acuity, depth perception, and field of vision, hearing, speaking, and color perception.

The Company has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent an expressed or implied contract of employment nor does it alter your at-will employment, and the Company reserves the right to change this job description and/or assign tasks for the employee to perform, as the Company may deem appropriate.

Print Employee Name	Employee Signature	Date Signed
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Print Manager/Supervisor Name	Manager/Supervisor Signature	Date Signed
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