

The University of Akron
Classification Specification

Job Title:	Mgr E-911 Telecom	Job Code:	46132
Job Function:	Staff	Grade:	117
Job Family:	Classified	FLSA:	Non-Exempt
SOC Description:	6000 Public Safety Division	Date:	1/1/04;8/8/01

Job Summary:

Coordinate and supervise the activities of the Communication Center for the University Police Department. Schedule, train and participate in operation of center. Oversee operation while assisting in mission of department and enforcing government regulations. Works as LEADS terminal coordinator. Also perform duties as E-911 telecommunicator.

Essential Functions:

30% Supervise, train and coordinate employees work schedules. Update and maintain emergency systems and coordination of system with other departments and agencies. Supervise and participates as E-911 operator and receives calls from direct calls, alarm boxes, walk in persons, radio, teletype and other agencies. Uses CAD system to enter and record all calls.

30% Supervise operations and participate as E-911 dispatcher. Dispatch police, Safety for emergency and non emergency calls, and transmission from mobile units. Answer field personnel requests for assistance or information. Broadcast via radio and telephone severe weather information and make proper notifications.

20% Supervise and check entries of staff. Update and relay information concerning LEADS and NCIC, and is agency coordinator. Participate in the operation of LEADS/NCIC computer, sending and receiving teletypes, entering and canceling stolen property, missing persons, entering and canceling warrants from written files and computer systems to check driving records, criminal records and outstanding warrants. Monitor alarms: fire, burglar, hold up, and panic. Monitor surveillance, booking and DUI cameras. Operates computers (alarm, LEADS, Cad) and other systems within computer network, APD radio and other department radios and office equipment.

15% Supervise and participate to receive calls and dispatch Campus Patrol Units for vehicle service calls and escorts. Receive and call in or dispatches maintenance personnel after 4pm, weekends and holidays. Write work order request. Coordinate to maintain efficient operation of 911 center. Develop and update policies, procedures, emergency information and records.

5% Distribute keys ordered from lock shop after 4PM and weekends and holidays. Complete timecards, T.A.C. duties, testing of personnel in communications and LEADS. Receive, transfer, direct or provide information to callers on University operator lines after 5PM, weekends and holidays.

Education:

Requires 18 months of education or training beyond high school.

Licenses/Certifications/Requirements:

Law Enforcement Automated Data System (LEADS) Certificate, Center for Criminal History (CCH) Certificate, 911-Telecommunicator Certificate, Drivers license or State ID Card.

Experience:

Requires a minimum of 2 years experience in the operation of computer, data entry and communication equipment, emergency Police, Fire, EMS and 911 systems. Knowledge of law enforcement procedures, LEADS/NCIC, and FCC regulations required. Knowledge and operation of basic office equipment required. Requires the ability to maintain certifications as required by department, state and other regulators.

Leadership:

Direct supervision and evaluation of work as a first-line supervisor over non-exempt staff including hiring, terminating, disciplining; or functional guidance and/or project leadership over exempt staff engaged in activities of a recurring basis.

Physical Requirements:

Light physical effort required involving stooping and bending; individual has limited discretion about walking, standing, etc.; occasionally lifting of lightweight objects (up to 25 lbs.).

Working Conditions:

The intent of this classification specification is to provide a representative summary of the types of duties and responsibilities that will be required of positions given this title and shall not be construed as a declaration of the specific duties and responsibilities of any particular position. Employees may be requested to perform job-related tasks other than those specifically presented in this description. The University requires that all University employees whose assigned duties include some involvement with The University of Akron's intercollegiate athletics program, comply with all relevant NCAA Bylaws in performing their work.

No major sources of working conditions discomfort, standard working environment with possible minor inconveniences due to occasional noise, crowded working conditions, minor heating/cooling or ventilation problems, and/or up to 40% use of PC terminal.

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