



COMMISSIONERS COURT AGENDA PLACEMENT BRIEFING MEMO

TO: Commissioners Court
FROM: Mandy Smithers on behalf of the Sheriff's Office
DATE: March 14, 2013
SUBJECT: Approve Job Title Changes for the Sheriff's Office Communications Department and any appropriate action.

REQUESTED ACTION/RECOMMENDATION

Approve Job Title Changes for the Sheriff's Office Communications Department and any appropriate action.

BACKGROUND

The Sheriff's Office seeks Commissioners Court approval to change the job titles for the command staff in the Communications Department. The recommended job title changes will redefine leadership roles for the civilian management structure of the Communications Dept. consistent with industry standards as well as comparative local public safety agencies. The Sheriff's Office has discussed the proposed changes with Amy Phillips and while she has no objection to the proposed changes, she suggested these changes be made during the normal budget process. The Sheriff's Office seeks to make the job title changes effective immediately since there is no financial impact to the County budget necessary to make these changes.

The proposed changes are as follows:

Current Job Titles	Proposed Job Titles
Captain - Communications	Communications Manager
Lieutenant - Communications	Senior Communications Supervisor
Administrative Sergeant - Communications	Communications Supervisor
Corporal - Communications	Communications Officer II
Communications Officer	Communications Officer (no change)

OPERATIONS & MAINTENANCE

N/A

LEGAL INFORMATION

The Denton County Commissioners Court has the authority to change job title and job descriptions.

FINANCIAL IMPACT

There is no impact to the County budget as this is a change of Job Titles.

PROJECT SCHEDULE

Job Titles will be changed upon Commissioners Court approval.

PRECEDING COURT ACTION

No prior Commissioners Court action.

Proposed: Communications Manager



DENTON COUNTY
Revision Date: Feb 25, 2013

Captain - Communications

Class Code:
G1702

Bargaining Unit: General Service Unit

SALARY RANGE

\$2,469.62 - \$3,704.38 Biweekly
\$64,210.00 - \$96,314.00 Annually

GENERAL STATEMENT OF JOB:

The Captain – Communications oversees and manages all operations of the Communications Center, including long and short range planning of Communication Center needs. This position organizes, directs, and participates in all aspects of communications work as well as creates and implements policies and procedures for the department.

SPECIFIC DUTIES AND RESPONSIBILITIES:

Essential Duties:

Prepares and implements budget; monitors expenditures to ensure compliance with budget.

Analyzes workload statistics; evaluates statistical data as industry expectations change; creates reports to display and interpret data.

Maintains current technology needs; orders supplies, equipment, and other items as necessary.

Acts as liaison with police and fire departments; coordinates with other departments and staff to ensure efficiency in operations.

Provides recommendations for new employees and equipment based on increased volume of work.

Represents county at functions, including during committee meetings and conferences.

Performs the duties of direct and indirect reports in case of staffing shortages, as necessary.

Plans and implements long term goals; evaluates departments progress based on relevant data.

Reviews and updates policies and procedures as necessary.

Tests, hires, and trains new employees as necessary; evaluates and recommends changes to staffing.

Receives and handles complaints and suggestions; answers various technical inquiries related to the department.

Maintains knowledge of current emergency response technology and updates department technology accordingly.

Mentors and advises supervisory staff as necessary.

Regular and punctual attendance is required.

Nonessential Duties:

Performs other related duties as required.

EDUCATION, EXPERIENCE, AND LICENSES:

High School Diploma or GED and a minimum five years of progressively responsible experience in telecommunications or dispatching work, including some supervisory experience; or an equivalent combination of education and related experience required.

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job description only*

Proposed: Senior Communications Manager



DENTON COUNTY
Revision Date: Feb 25, 2013

Lieutenant - Communications

Class Code:
G1514

Bargaining Unit: General Service Unit

SALARY RANGE

\$2,157.04 - \$3,235.58 Biweekly
\$56,083.00 - \$84,125.00 Annually

GENERAL STATEMENT OF JOB:

The Lieutenant - Communications is responsible for coordinating the training of communications personnel. This position oversees the Communications Training Officer Program and directly supervises the activities of shift supervisors, including monitoring and evaluating performance. This position assists and instructs the sergeants as needed and oversees personnel actions such as scheduling and granting time off to ensure adequate staffing.

SPECIFIC DUTIES AND RESPONSIBILITIES:

Essential Duties:

Monitors the training program to ensure compliance with established policies and procedures; including the mandated TCLEOSE training, TCIC/NCIC training, and NAEMD training.

Performs disciplinary actions; making suggestions, recommendations, and changes as necessary.

Acts as the Captain in the event the Communications Captain is absent.

Oversees and performs payroll functions for the department; responds to questions or concerns regarding payroll.

Schedules communications employees; makes changes and adjustments to schedule as necessary.

Counsels, directs, and advises employees as needed; ensures employees are given proper resources to complete job.

Trains and tests new hires as well as existing employees on all communications hardware and software.

Evaluates subordinates based on job performance; makes suggestions for disciplinary action or other actions as necessary.

Assists and answers inquiries from other departments or divisions as necessary; acts as a liaison to other departments and the general public.

Receives and handles complaints from employees, other departments, and the general public.

Assists in reviewing and creating policies and procedures; makes recommendations for changes in procedure as needed.

Regular and punctual attendance is required.

Nonessential Duties:

Performs other related duties as required.

EDUCATION, EXPERIENCE, AND LICENSES:

High School Diploma or GED and minimum 3 years of progressively responsible experience in telecommunications or dispatching work, including some supervisory experience; or an equivalent combination of education and related experience required.

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job description only*

Proposed: Communications Supervisor



DENTON COUNTY
Revision Date: Feb 25, 2013

Admin Sergeant- Communications

Class Code:
G1201

Bargaining Unit: General Service Unit

SALARY RANGE

\$22.01 - \$33.01 Hourly
\$1,760.81 - \$2,641.19 Biweekly
\$45,781.00 - \$68,671.00 Annually

GENERAL STATEMENT OF JOB:

The Administrative Sergeant - Communications performs administrative duties related to the operational supervision of shift personnel in the Communications division. This position monitors activities and directs processing of emergency and non-emergency calls received.

SPECIFIC DUTIES AND RESPONSIBILITIES:

Essential Duties:

Plans, organizes, and manages the overall operations of the office.

Supervises communications officers and ensures job is completed in compliance with established policies and procedures.

Oversees disciplinary actions as necessary.

Maintains and conducts payroll activity as necessary.

Fills in as dispatcher as needed due to shift shortage or heavy call volume.

Monitors the CAD and radio systems along with department databases; sends notification pages as necessary.

Completes periodic reports and performs various personnel functions such as scheduling, granting time off, and conducting intermittent performance appraisals and evaluations.

Observes, advises, and assists in the training of new Communications Officers.

Directs and assists subordinates in resolving problems as routine/non-routine situations arise.

Relays and copies telephone and radio tapes for courts, police, investigators, news media, and others as approved by supervisors.

Checks paper work to ensure completion; reviews for correctness and fixes problems as necessary.

Regular and punctual attendance is required.

Nonessential Duties:

Performs other related duties as required.

EDUCATION, EXPERIENCE, AND LICENSES:

High School Diploma or GED and minimum 3 years of progressively responsible experience in telecommunications or dispatching work, including some supervisory experience; or an equivalent combination of education and related experience required.

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job description only*

Proposed: Communications Officer II



DENTON COUNTY
Revision Date: Feb 25, 2013

Corporal - Communications

Class Code:
G1103

Bargaining Unit: General Service Unit

SALARY RANGE

\$20.57 - \$30.85 Hourly
\$1,645.62 - \$2,468.38 Biweekly
\$42,786.00 - \$64,178.00 Annually

GENERAL STATEMENT OF JOB:

The Corporal – Communications oversees the receipt of incoming calls, dispatches applicable personnel, and operates a computer terminal connected to the Texas Crime Information Center (TCIC), National Crime Information Center (NCIC), the Denton County Computer System, the Communications Computer Aided Dispatch (CAD) System and a variety of local, regional, and/or state emergency response databases. This position schedules personnel, maintains time sheets, makes duty assignments, and initiates disciplinary action when needed.

SPECIFIC DUTIES AND RESPONSIBILITIES:

Essential Duties:

Supervises, trains, and evaluates Communications Officers.

Acts as liaison to supervisors or representatives of the fire departments, rescue squads, police departments, State Troopers, Constables and various sections of the Sheriff's Department.

Activates off duty personnel in emergency response situations, as necessary.

Operates emergency and non-emergency communication systems to receive complaints and requests for service by telephone; obtains necessary information and dispatches necessary information; gives callers direction and instruction if necessary.

Processes, forwards, and maintains records of information obtained or entered; maintains appropriate logs of all complaints and services requested.

Prepares photocopies of various materials and distributes as requested.

Oversees the dispatch of Sheriff Department and county personnel, including patrol, warrants, traffic, special enforcement unit, criminal investigations, mental health, transport, state troopers, narcotics, animal control, TABC, medical examiners, game wardens, and park rangers.

Serves as liaison with vendors, other supervisors, and representatives of fire departments, rescue squads, police departments, State Troopers, Constables and various sections of the Sheriff's Office.

Runs and enters data in the state and national data base for stolen goods, wanted persons, protected persons, and missing, runaway, or endangered persons.

Provides key holder or management information for businesses or residences, and gate codes for gated areas.

Monitors emergency call activity to ensure that callers are being given the appropriate response to emergency situations such as family violence, felony in progress, evacuation of premises, bleeding control, or cardiopulmonary resuscitation by the Communications Officers.

Directs and assists subordinates in resolving problems as non-routine situations arise.

Directs operation and monitors use of the departments CAD system to ensure appropriate information entry.

Monitors TLETS and TCIC/NCIC inquiries to ensure compliance with Federal and State laws as well as departmental rules and procedures.

Observes, advises, and assists Communications Training Officers (CTO) in the training of new Communications Officers.

Oversees operation of computer terminals connected to the TCIC/NCIC, local, regional and/or state databases, and corresponds with other law enforcement or public services jurisdictions through computer system; processes and maintains records of information obtained.

Oversees dissemination of information obtained via computer databases, recorded telephone lines, and other channels to ensure compliance with law, rules, regulations, and procedures.

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job description only*