



**CHEVY CHASE  
VILLAGE  
POLICE  
DEPARTMENT**

**GENERAL ORDER: 4-6 LEAD COMMUNICATIONS CLERK**

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Police Chief: John Fitzgerald

**I. INTRODUCTION**

The Lead Communications Clerk performs all of the tasks of a Communications Clerk I, but he/she has additional non-supervisory administrative and operational responsibilities as described herein. This position is responsible for the performance of a variety of administrative, technical, and operational tasks as the lead worker in the Communications Center, and serves as a back-up dispatcher or “floater” on an as-needed basis.

This position reports directly to the Chief of Police, but is also subject to the operational direction of the Lieutenant and Sergeant.

**II. POSITION DESCRIPTION**

It should be noted that the position description reflects illustrative examples of work performed. It is descriptive, not limiting, and is not intended to describe all the work performed.

A. General Purpose

*This is a sedentary position which requires the performance of a variety of routine clerical, administrative and technical work in receiving and dispatching routine and emergency information; keeping official records; and assisting in the administration of the standard operating policies and procedures of the dispatch center.*

**B. Examples of Essential Duties and Responsibilities**

1. Recommends policies, procedures and other changes (as necessary) to improve Communications Center operations.
2. Serves as lead communications clerk which includes performing the following tasks/functions (the below list is not all-inclusive):
  - Back-up dispatcher/‘floater’
  - Completes/collates timesheets for the Communications Center for each pay period
  - Distributes and tracks issued documents (policies, procedures, etc.)

- Inventories office and related supplies and ensures adequate stock is on hand at all times
  - Performs other administrative tasks as needed or as assigned
6. Keeps the Chief of Police informed on a regular basis of the status and needs of the Communications Center.
  7. Develops and publishes the monthly work schedule in advance, and updates it as changes occur.
  8. Fills in during absences (regardless of the cause or reason of the absence) of Communications Clerks I.
  9. Serves as lead trainer for newly hired Communications Clerks. In cooperation with the Chief, coordinates the training and development of other communications center personnel.
  10. Prepares and submits monthly reports to the Chief of Police regarding statistical information, and prepares a variety of other reports as appropriate.
  11. Cooperates with county, state, and federal law enforcement, fire, and legal representatives as appropriate where activities of the center are involved.
  12. Performs all functions of a Communications Clerk I.
  13. Reviews the maintenance of logs on radio and telephone communications, location of personnel, and equipment, and brings any deficiencies or problems to the attention of the Chief of Police.
  14. Assures that the Communications Center work area and equipment is clean and in good working condition.

C. Peripheral Duties

1. Operates radios as needed and assists in radio communications; operates base radio as required.
2. Operates office machines as needed.
3. Composes, types, and edits correspondence, reports, memoranda, and other material requiring judgment as to content, accuracy, and completeness.
4. Assists in the procurement of computer equipment, software, and supplies. Coordinates the installation of computer equipment including processors, printers, networks, and peripheral equipment.
5. Provides advice to the administration regarding automation needs and issues.
6. Assists in the maintenance of police department records and coordinates automation and computerization of said records.
7. Assists other Chevy Chase Village Departments as needed.

D. Preferred Minimum Qualifications

1. Education and Experience
  - a. Graduation from high school required (college degree preferred) and,
  - b. Two (2) years of experience in public safety work, or
  - c. Any equivalent combination of education and experience.
2. Necessary Knowledge, Skills, and Abilities
  - a. Thorough knowledge of modern public safety communications practices, procedures, techniques, and equipment; considerable knowledge of applicable laws, ordinances, rules, regulations, and standard operating procedures related to public safety communications; considerable knowledge of computers and computer-aided dispatching; working knowledge of modern principles and practices of public administration.
  - b. Ability to work in a fast-paced environment and the ability to perform effectively under stress.

- c. Ability to train and supervise subordinate personnel; ability to communicate effectively, orally and in writing; ability to establish and maintain effective working relationships with subordinates, peers, and supervisors; ability to exercise sound judgment in evaluating situations and in making decisions; ability to give verbal and written instructions.

3. Special Requirements (Required)

Ability to pass a rigorous background check.

E. Tools and Equipment Used

CODY RMS and CAD; personal computers; laptop computers; copy machine; fax machine; radio system; other specialized equipment, not limited to the above.

F. Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. While performing the duties of this job, the employee is frequently required to sit, talk, and hear. The employee is often required to walk. The employee is frequently required to use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms. The employee is occasionally required to climb or balance; stoop, kneel, crouch, or crawl. Work is occasionally performed in stressful situations.
2. The employee must occasionally lift and/or move up to 20 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

G. Work Environment

Work is performed in a climate-controlled office. The noise level in the work environment ranges from quiet to moderately noisy.

This directive voids the previous version dated 6/8/2016 .