



Savannah State University Position Description – Chief Communication Specialist

POSITION DESCRIPTION

Position Title: Chief Communication Specialist FLSA Status: Non -Exempt
Reports to: Chief of Police
Department: Public Safety
Date Prepared: June 4, 2008

BASIC FUNCTION

Perform responsible administrative, technical and supervisory work for the effective and efficient operation and management of the Public Safety Communication center and all related work as required.

NATURE & SCOPE

Reporting to and work under the general direction of the Chief of Police or his designee; exercise considerable independent judgment, take initiative and maintain comprehensive understanding and the ability to interpret orders, rules and regulations in meeting the needs of emergency situations encompassing police, fire and medical services.

Assist with the development and implementation of the Rules and Regulations manual for the effective and efficient operation of the Communications Division.

Develop and initiate new proactive innovative strategies to combat communication pitfalls which may have the potential of resulting of procedural breakdowns.

PRINCIPAL ACCOUNTABILITIES

- Ensure the Communication Center is in compliance with federal and state law.
- Ensure background checks are conducted in compliance with BOR guidelines.
- Manage the day to day operation of the Communication / Dispatch Center.
- Conduct annual counseling session with the assigned personnel to assess progress and effectiveness.
- Supervise training certification and re-certification for Communication Specialists.

SPECIALIZED KNOWLEDGE AND EXPERIENCE REQUIRED

This position requires some college or vocational/ technical school and TAC Certification. Applicant must have excellent customer service skills and high professional standards, including the ability to maintain confidentiality of highly sensitive information.