



NON-SWORN MEMBER VACANCY

The Kansas City Missouri Police Department employment practices are designed to hire, promote, and assign members without discrimination on the basis of race, color, national origin, limited English proficiency, sex, sexual orientation, gender identity, age, religion, disability, or low-income level.

DATE: April 17, 2025

JOB VACANCY MEMORANDUM NO. 25-14

TITLE: Supervisor II - Training Supervisor, Communications Unit

ELEMENT OF ASSIGNMENT: Logistical Support Division/Communications Unit

PAY RANGE: 55

STARTING MONTHLY SALARY: \$5,077 - \$8,879

VACANCY STATUS: Vacant

EXPIRATION DATE: May 1, 2025

REQUIREMENTS:

To be responsible for planning, developing and implementing training programs within the Communications Unit. To supervise staff responsible for conducting training and CAD support. Ensure work quality in accordance with the department's mission and standards and to ensure adherence to established goals, policies, and procedures.

Essential Job Functions: (Functions essential to attaining job objectives.)

Must have the ability to effectively and intermittently perform essential job functions and standards of Communications Specialist III and IV (Call Taker and Dispatcher) and Communications Supervisor.

1. Design, implement, and conduct classroom training sessions for new call takers, dispatchers, switchboard operators, and unit supervisors; This involves instructing trainers and monitoring progress of trainees during probationary period.
2. Ensure that all assigned employees receive appropriate training and instruction.
3. Research and recommend improvements to unit equipment, dispatch computer systems, police radio communications, and policies and procedures. Determine impact of technology, mandated training, and changes in department policy on unit operations.

4. Be available and able to fill in as a floor supervisor within the Communications Unit as needed.
5. Develop and maintain cooperative and professional relationships with employees at all levels, representatives from other department elements, and outside agencies.
6. Prepare monthly statistics, surveys, and revise unit manuals.
7. Conduct presentations to the public education groups, community associations and the media concerning unit related matters.
8. Ensure mandatory training requirements are satisfied and documented on a national, state, and local level.
9. Coordinate with the Mid America Regional Council, department personnel and outside agencies regarding technology improvements, legislative issues, 911 concerns, etc.
10. Monitor and review the workload and staffing levels within the unit and make recommendations to command staff on staffing adjustments and assignment of newly trained personnel.
11. Assist in the development and implementation of special projects, programs, and policies.
12. Maintain a basic working knowledge of the CAD system and other essential programs.
13. Supervise, direct and evaluate performance of subordinate staff.
14. Attend recruiting events as requested by HRD.
15. Coordinate hiring, training and scheduling of contract employees working in the unit as call takers and dispatchers.
16. Coordinate training of, monitor and review the performance of department personnel working overtime within the Communications Unit.
17. Maintain reliable and predictable attendance. Must have the ability to work flexible hours, overtime, various shifts, weekends and/or holidays as necessary for the operational needs of the unit.
18. Perform related duties as required and/or requested by command staff.
19. Maintain confidentiality regarding sensitive, confidential, legal, and/or employee performance information encountered or accessed during the performance of duties.
20. Advance professional development by attending training regularly.
21. Assume the duties of Acting Commander when needed.
22. This class specification should not be interpreted as all inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and task other than those stated in this specification. Any essential function

or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to disability as defined by the American with Disabilities Act (ADA) as amended by the Amendments Act of 2008 (ADAAA); and the Missouri Human Rights Act (MHRA).

Job Standards: (Minimum qualifications needed to perform essential functions.)

To successfully perform the essential functions of this position, the incumbent must be at least 18 years of age and have:

- a high school diploma or equivalent;
- a minimum of 5 years experience working as a dispatcher;
- a current valid driver's license.
- Previous typing, data entry experience and a working knowledge of Microsoft Excel, PowerPoint, and Word;
- familiarity with department policies and procedures;
- above average knowledge of law enforcement procedures, CAD, the principles and practices of effective staff supervision and motivation;
- the ability to develop and maintain cooperative and professional working relationships with fellow employees, representatives from other departments, and supervisors;
- the ability to use logic and reasoning to reach conclusions and approaches to problems;
- the ability to use judgement and decision-making skills to evaluate situations, establish priorities, and resolve matters;
- the ability to think quickly and work under stressful conditions;
- the ability to actively listen and communicate effectively;
- the ability to follow verbal and written instructions;
- the ability to effectively supervise employees and remain calm in emergency situations; deal with hostile, abusive, and irrational individuals;
- the ability to communicate effectively with diverse groups of individuals using tact and diplomacy;
- the ability to communicate effectively both orally and in writing to include making public presentations.

Physical Requirements: Position requires use of the telephone, the ability to hear, performing stationary work at a computer, the ability to use a foot pedal and sitting and/or standing at the designated communications supervisor console. Position requires light lifting (5-20 pounds) frequently and may have to occasionally lift up to 50 pounds. Incumbent must have the ability to kneel and crawl in tight spaces to check wiring and connections periodically. Must be able to walk and/or stand for prolonged periods of time during community activities and/or presentations.

Job Location: (Place where work is performed.)

Position operates in a standard office environment 95% of the time. Community Outreach events, training courses, meetings, and certain critical incidents may be required to be conducted off-site and/or in an outdoor environment.

Equipment: (Machines, devices, tools, etc., used in job performance.)

- NICE recording equipment and software
- CAD Communications consoles- Supervisor, Dispatcher, Call taker, and Switchboard
- PC based computer(s)
- Radio System (and its maintenance system)
- Standard multiline Telephones and 9-1-1 Telephone systems (including TDD or TDY equipment and the maintenance system of the 9-1-1 telephone)
- Direct Alarm Monitoring Systems
- Copier/scanner/fax
- Hand-held portable radios (walkie-talkie)

All department members interested in being interviewed for the above position must submit a copy of their Request for Transfer, Form 4 P.D. to the Human Resources Division (HRD). The original Request for Transfer form must be submitted through the member's chain of command for endorsement and upon completion, forwarded to the HRD. In addition, another copy of the Request for Transfer, resume and completed Selection Process Candidate Review Form, Form 417 P.D. (with chain of command endorsements) must be submitted directly to **Captain Jennifer Jones, Communications Unit by no later than MAY 1, 2025.**

Outside applicants interested in being considered for the position must submit a cover letter and resume outlining how they are qualified for this position and a resume to the Mindy.Davis@kcpd.org, to be received no later than **MAY 1, 2025.**

All members must obtain a residence within 30 statute (air) miles of the nearest Kansas City, Missouri city limit during the full term of their employment with the Department.

<https://kcpd.maps.arcgis.com/apps/instant/lookup/index.html?appid=2e0311b882d84e6cb8ed17fc15539761>

Selected applicants who meet all of the qualifications will be contacted individually to schedule an interview. Selected applicants must also complete a CVSA, post-offer physical examination and drug screen.

Captain Justin Pinkerton
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Commander, Employment Unit