

1 Introduced October 10, 2023, by Councilman  
2 Tamborella, seconded by Councilwoman  
3 Haggerty, (by request of Administration)

4 **Item No. 23-10-3493**

5 **ORDINANCE NO. 4144**

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8 An ordinance approving an updated job description for the position of  
9 Communications Sergeant within the Slidell Police Department.

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11 WHEREAS, the City's Home Rule Charter (Sec. 7-08) requires Council  
12 approval for changes to any position classification plans; and

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14 WHEREAS, the City's Civil Service Rules (Rule 2.18) contemplate "job  
15 descriptions" and "minimum qualifications" as being part of a classification plan; and

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17 WHEREAS, the Slidell Police Department wishes to update the job description  
18 for the position of Communications Sergeant within its classification and pay plan to allow  
19 for certain equivalent work experience relative to work as a Slidell Police Department  
20 Communications Officer to be considered in the hiring process; and


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22 WHEREAS, this proposed update is reflected in redline changes (under  
23 Education and Experience) in the job description attached hereto as part of the  
24 recommendation memorandum of the Civil Service Board.


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26 NOW THEREFORE, BE IT ORDAINED by the Slidell City Council that it  
27 approves the updated job description, as attached hereto, for the position of  
28 Communications Sergeant within the Slidell Police Department.


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34 This ordinance shall take effect immediately upon adoption.  
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6 **ADOPTED** this 7th day of November, 2023.  
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8   
9 Kenny Tamborella  
10 President of the Council  
11 Councilman, District E

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13 Greg Cromer  
14 Mayor

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16 Thomas P. Reeves  
17 Council Administrator  
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DELIVERED	11/8/23
	to the Mayor
RECEIVED	11/21/23
	from the Mayor

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## CIVIL SERVICE PERSONNEL MEMORANDUM



**To:** Thomas Reeves, Council Administrator  
Thomas Schneidau, City Attorney

**From:** Rene Arcemont, Civil Service Board Chairperson  
Marianne White, Director Civil Service Personnel *MW*

**Date:** August 3, 2023

**Subject:** Civil Service Board Recommendation regarding amending the  
Education and Experience for Communications Sergeant

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At the August 2, 2023 meeting of the Civil Service Board, the Board voted unanimously to recommend that the Education and Experience part of the job description for Communications Sergeant be amended to state "or equivalent experience as a communications supervisor from an outside agency." Attached please find the updated job description.

RA/mw

## **SLIDELL POLICE DEPARTMENT**

### **Job Description**

<b>Classification Title: Communications Sergeant (Job Class Code: 0217)</b>	
<b>Department: Police</b>	<b>Effective Date: 12/03/2020</b>
<b>Approved By: Chief Randy Fandal and Director of Civil Service</b>	<b>Revision Date: 08/02/2023</b>

#### **General Purpose:**

The Communications Supervisor performs telecommunications skills for the Slidell Police Department 24 hours a day, 365 days a year. The Intermediate Communications Supervisor is responsible for receiving requests for police, fire and emergency medical services via the telephone. Must be able to perform the functions and supervise communications officers and communications officers I and II.

#### **Job Functions:**

1. Responsible for responding to 911 telephone calls within 5 seconds, for police, fire and emergency medical requests.
2. The ability to speak to persons of various backgrounds when receiving calls in a clear, calm respectful manner and interpret the request communicated orally.
3. After receipt of a call must determine the nature of the call, the location and prioritize the necessary response taking in consideration other calls coming in.
4. Upon receipt of a call determine the proper action is taken and the service is provided in a timely manner.
5. Determine if a call is a police response, the severity of the call and how many police units must respond.
6. Operate and monitor a communications console having multiple radio frequencies, paging encoders, cross patch-phone capabilities, 911 phones and displays and Computer Aided Dispatch System (CAD) terminal, and the National Crime Information Center (NCIC). In addition be able to enter and remove items into the system, and be familiar with the Amber and Silver Alert entry policies.
7. Read, interpret and communicate directions from street maps in order to assist police officers and the public when asked.
8. Perform one task while numerous other distractions are present and or when other conditions may cause interruptions such as taking a phone call while monitoring the radios.

9. Listen and be aware of background sounds when a call is received that may be relevant to the complaint being called in and important information to the officer(s) dispatched.
10. Fill out dispatch paper logs by hand or CAD computer, necessitating action by field units and provide all information necessary for proper record keeping.
11. Speak over police radio to officers dispatching to scenes and to relay information.
12. Broadcast all requests for police assistance, pickup, instructions, information, relay messages, All Points Bulletin's (APB), Be on Look Out For (BOLO) and or advising other agencies as required.
13. Ability to verify Automatic Location Identifier (ALI) and Automatic Number Identifier (ANI) information and thereby dispatching police, fire or emergency medical services appropriately.
14. Keep track of the status and location of police officers and vehicles at all times.
15. In-coming non-emergency request forward to proper agency or department.
16. Pay attention to details in order to recall and use information appropriately such as names, addresses, codes, policies and procedures and regulations.
17. Have a good understanding of written material such as policy and procedures etc. in order to communicate clearly, and accurately in writing or when speaking to citizens, other agencies or subordinates.
18. Perform statistical survey and assist in troubleshooting the 911 geographical data base.
19. Perform duties with little or no supervision in order to assume the duties of a Senior Communications Officer upon request
20. Maintain logs and schedules as needed.
21. Evaluate and rate the performance of designated subordinates and perform other duties upon request.
22. Maintain confidentiality of all information received in accordance with the law and the City of Slidell Police Department regulations.
23. Be on duty in time of emergency such as an unusual occurrence, civil disturbance, natural or manmade disaster.
24. Perform other duties upon request.
25. Have a good working knowledge of the 3SI security system tracker.
26. Have a good working knowledge of the La State (LPR) License Plate Reader System.
27. Sufficient knowledge and experience to ensure the proper routine operations of the dispatch center.



28. Have a working knowledge of the Terminal Agency Coordinator's responsibilities and be able to Perform monthly validations required by the La State Police.

## **DESIRED MINIMUM QUALIFICATION**

### **Education and Experience:**

1. High School Diploma or General Equivalency Development (GED) Certificate.
2. Must be employed as a Slidell Police Department Communications Officer I for two years or equivalent experience as a communications supervisor from an outside agency.
3. Must be certified by the Associated Public Safety Communications Officers Institute (APCO).
4. Be certified for National Crime Information Center (NCIC) access
5. Must be certified by the Associated Public Safety Communications Officers Institute (APCO) as a certified trainer.
6. APCO Communications Supervisor Course or other available leadership course.

### **General Requirements:**

1. Must be 18 years or older at the time of employment.
2. No felony convictions and disqualifying criminal history.
3. Must be a U.S. citizen.
4. Must be able to read and write the English language.
5. Must be of good moral character and of temperate and industrious habits.
6. Must have a valid drivers' license.

### **Minimum Required Knowledge, Skills and Abilities**

1. Proficient in police radio and telephone communications.

### **Special Requirements:**

Must maintain a "Meets Acceptable Level" or above on his/her evaluations or may be terminated by the Chief of Police.

**Physical Demands:**

The physical demand described here are representative of those that must be met by a Communications Officer to successfully perform the essential functions of this position. Individual must meet City of Slidell Police Department standards for initial hire.

1. In the performance of the employee's duties, the employee is frequently required to sit for long periods of time, speak frequently and be able to hear those persons calling in for assistance. May pull, push, stoop, or kneel when placing or retrieving information from a file cabinet.
2. Vision abilities include reading, computers, maps and able to adjust focus.
3. Ability to use hands to type, handle or operate controls and the ability to reach with hands and arms.
4. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

**Work Environment:**

The work area is located in the Communications Center that is a closed and secure area of the Slidell Police Department. Only those persons working in the area or personnel who may need information may enter this area. The area contains several dispatch consoles and computer equipment and is made to facilitate the needs of Communications Officers in their daily routines. The noise level is light to moderate.


**Selection Guidelines:**

**This position is an advancement of Communications Officer I. Once the requirements are met, a formal letter from the Chief of Police to City of Slidell Civil Service.**

**The duties listed above are only an example of various types of work that may be performed. Omission of specific statements of duties does not exclude them from the Communications Officer performing his or her duties of work either similar, related to or a logical assignment to the position.**

**This job description is not an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.**

Approvals:

  
Chief of Police

  
Civil Service Director