

Introduced May 26, 2026, by Councilman
DiSanti, seconded by Councilman Brownfield,
(by request of Administration)

Item No. 26-05-3644

ORDINANCE NO. 4289

An ordinance approving updated job descriptions for the classified positions of
Communications Sergeant and Communications Lieutenant.

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

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

WHEREAS updated job descriptions for the classified positions of
Communications Sergeant and Communications Lieutenant are attached *in globo* hereto,
and these proposals have been approved by the Civil Service Board.

NOW THEREFORE, BE IT ORDAINED by the Slidell City Council that it
approves the updated attached job descriptions for the positions of Communications
Sergeant and Communications Lieutenant, respectively.

ADOPTED this 9th day of June, 2026.



Nick DiSanti
President of the Council
Councilman, District D



Randy Fandal
Mayor



Thomas P. Reeves
Council Administrator

DELIVERED	6/12/26
8:00 am	to the Mayor
RECEIVED	6/15/26
3:15 pm	from the Mayor

Slidell Police Department Job Description



Job Title: Communications Sergeant

Effective Date:
January 7, 2026

Revised Date:
April 29, 2026

Pay-Scale
Code:
CMMSG

Job Class Code: 0217

Department:	Police	FLSA:	Non-Exempt
Division:			

GENERAL PURPOSE:

The Communications Sergeant provides oversight of the daily operations of the Communications Center, providing first-line supervision of personnel and ensuring the efficient flow of communications between the public, officers, and other agencies, as appropriate, through responsibilities that include handling administrative tasks, resolving complex issues, ensuring compliance with department policies and procedures, assisting with training of new personnel and supporting the Communications Lieutenant, as well as performing duties of Communications Officers.

SUPERVISION RECEIVED:

Works under the direction and supervision of a Communications Lieutenant.

SUPERVISION EXERCISED:

A Communications Sergeant generally supervises Communications Officers.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.

1. Receive and manage 911 inbound telephone calls for police, fire, and medical emergencies, responding to calls within five (5) seconds.
2. Communicate clearly, calmly, professionally and respectfully with callers of diverse backgrounds and accurately interpret the request and information communicated verbally by callers.
3. Accurately determine the proper action to take, service to provide, and nature and location of incidents, and prioritize responses based on urgency of each call and other ongoing calls; verify Automatic Location Identifier (ALI) and Automatic Number Identifier (ANI) information to dispatch police, fire and/or emergency medical services appropriately; forward / redirect non-emergency requests to proper agency or department.
4. Assess whether a call requires police response and the severity of the call, and determine the number of units needed to respond.
5. Operate and monitor a communications console with multiple radio frequencies, cross patch-phone capabilities, 911 phone lines and displays, Computer Aided Dispatch (CAD) system terminal, and the National Crime Information Center (N.C.I.C.) systems, including the procedures for entry and removal of items into the system and familiarity with the Amber and Silver Alert entry policies.
6. Read, interpret, and relay directions using digital street maps to assist officers and the public when asked.
7. Identify and relay relevant background sounds or important information from incoming calls that may be relevant to the request or complaint to dispatched / responding officers.
8. Document and maintain by hand or using CAD system all incident details for accurate and appropriate recordkeeping, including daily activity logs and maintenance of operational schedules, and completion of dispatch logs of necessary action by field units; pay attention to details in order to recall and use information appropriately, e.g., names, addresses, codes, policies, procedures and regulations.
9. Maintain confidentiality of all sensitive and other information received in accordance with applicable laws and the City of Slidell Police Department regulations.

10. Communicate clearly over police radio to dispatch officers to scenes and provide / relay information and updates; track the real-time status and location of all police officers and vehicles / units at all times.
11. Broadcast all requests for police assistance, pickup, officer instructions and information and relay messages such as BOLOs ("Be on the Lookout"), and APBs ("All Points Bulletin"), advising other agencies as needed.
12. Evaluate and rate the performance of designated subordinates, conduct statistical surveys and assist in troubleshooting the 911 geographical data base.
13. Perform duties with minimal to no supervision and be prepared to assume the duties of a senior officer upon request.
14. Be on duty or available for duty during emergencies, including civil disturbances, natural or manmade disasters, unusual occurrences, or other critical events that could require rotating shifts and work on weekends, holidays and nights.

ADDITIONAL DUTIES AND RESPONSIBILITIES:

Performs any other job-related duties, as required or assigned.

REQUIRED MINIMUM QUALIFICATIONS:

Education and Experience:

1. Must possess a High School graduation diploma or GED (General Education Development) equivalent.
2. Must possess or obtain the following:
 - Completion of eight (8) hours of training specific to supervisory / leadership skills approved by the Chief of Police
 - Associated Public Communications Officer Institute (APCO) Certification
 - APCO Certified Trainer designation
 - Certification for National Crime Information Center (N.C.I.C.) access
 - CPR / First Aid
3. For internal candidates, must have at least four (4) years of experience as a Slidell Police Department Communications Officer. Prior service with the Slidell Police Department can be included, if rehired within one year of termination date.
4. For external candidates, must have one (1) to five (5) years of experience as a Police Department Communications Officer, and at least three (3) years as a Slidell Police Department Communications Officer, or five (5) or more years of experience as a Police Department Communications Officer with at least two (2) of those years as a Slidell Police Department Communications Officer.
5. Completion of APCO Communications Supervisor Course or other training specific to supervisory / leadership skills approved by the Slidell Chief of Police.
6. Equivalent combination of related higher education, corresponding training, certifications or experience with other law enforcement and/or United States military agencies, that provides the required knowledge, skills and abilities and demonstrates the ability to successfully perform the job may be evaluated and determined to meet Required Minimum Qualifications at the sole discretion of the Slidell Chief of Police.

General Requirements:

1. Must possess a valid state driver's license without record of suspension or revocation in any state.
2. Must be a United States citizen.
3. Must be proficient in reading and writing the English language.
4. Must not have any felony convictions or disqualifying criminal history.
5. Must be of good moral character and of temperate and industrious habits.

Special Requirements:

1. Must maintain a "Meets Acceptable level" or above on his/her annual performance evaluations or may be subject to termination by the Slidell Chief of Police.
2. Must fulfill all initial and ongoing training and or educational requirements for this position.

MINIMUM REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

1. Proficient in the operation of all tools and equipment indicated under the Tools and Equipment Used section below, and possess sufficient knowledge and experience to ensure the proper routine operations of the Communications Center.
2. Consistent professional and courteous communication skills with ability to appropriately handle interactions in various situations with the general public, other first responder agencies, and all department personnel.
3. Ability to train and supervise subordinate personnel and maintain effective working relationships with subordinates, peers and supervisors.

4. Ability to perform one task while numerous other distractions are present and/or when other conditions may cause interruptions, such as handling an incoming telephone call while monitoring radios, and operate effectively under pressure.
5. Possess good working knowledge of the 3SI security system tracker and LA State License Plater Reader (LPR) system, and maintain certification for access of National Crime Information Center (N.C.I.C.).
6. Possess good working knowledge of the Terminal Agency Coordinator's responsibilities and be able to perform monthly validations required by the LA State Police.
7. Ability to set priorities, implement change or initiate an action by weighing the consequences of the action, and making logical decisions with sound judgment in evaluating situations in a systematic manner based on facts, knowledge and experience.
8. Ability to communicate effectively orally and in writing both with other employees and citizens with knowledge and a good understanding of written materials, including all applicable laws, ordinances, regulations, and department rules, policies and procedures.

TOOLS AND EQUIPMENT USED:

Communications console having multiple radio frequencies, cross-patch-phone capabilities, 911 phones and displays, Computer Aided Dispatch System (CAD) terminal, police communications radio and other telephone communications equipment, mobile phone, first-aid supplies/equipment, computer systems, including general office systems and proprietary software. Items noted are not intended as an all-inclusive list of tools and equipment.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the Essential Duties of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the Essential Duties, if accommodations can be made without causing the department an "undue hardship". An individual must meet the Slidell Police Department's standards for initial hire and for continued employment, as assessed on an annual or as needed basis.

1. The employee is frequently required to sit for long periods of time, speak frequently and clearly, and effectively hear those persons calling in for assistance.
2. The employee is regularly exposed to a high mental workload requiring ability to make quick, critical decisions under pressure.
3. Ability to reach with hands and arms, and use hands to fingers to type and handle or operate controls.
4. Specific vision abilities required by this job include close and distance vision, including the ability to clearly read computer screen information and maps and the ability to adjust focus.
5. The employee may be required to pull, push, stoop or kneel when placing or retrieving information from file cabinets, and lift, move and carry up to 25 pounds.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the Essential Duties of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the Essential Duties, if accommodations can be made without causing the department an "undue hardship".

- 1) The Slidell Police Department Communications Center is a secure, enclosed, indoor, climate-controlled and shared office space.
 - a) Only those persons authorized to work in the area or personnel who may need information may be allowed to enter the area.
- 2) The work is typically fast-paced, with occurrences of emotionally demanding situations of high pressure.
- 3) The noise level is generally light to moderate and can sometimes be loud and distracting.
- 4) Recurrent exposure to psychologically demanding management of callers involved in emotionally chaotic and traumatic situations.
- 5) May face unpredictable calls from confused, hysterical, mentally ill / unstable or hostile individuals, and persons dealing with manmade or natural disasters.

SELECTION GUIDELINES:

Individuals who meet all of the Required Minimum Qualifications can be considered for promotion to this position when a Communications Sergeant position becomes available. Qualifications are reviewed / confirmed by Slidell Police Department Communications leadership. An Oral Interview may also be conducted. Selection is finalized by the Slidell Chief of Police and a formal letter indicating the person selected for the promotion is provided to the Civil Service Director.

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 Sergeant performing his or her duties of work either similar, related to or a logical assignment to the position.

This job description does not constitute an employment agreement or contract 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 and evolve.

Approval: _____
Civil Service Director

Approval: _____
Chief of Police

Approval: _____
Human Resources Director

Approval: _____
Additional Authorizer (if needed)

Slidell Police Department Job Description



Job Title: Communications Lieutenant	Effective Date: March 4, 2026	Revised Date: April 29, 2026	Pay-Scale Code: CMLT
Job Class Code: 3028			

Department:	Police	FLSA:	Non-Exempt
Division:	Communications		

GENERAL PURPOSE:

The Communications Lieutenant provides oversight of the operations of the Communications Center, providing supervision of personnel and ensuring the efficient flow of communications between the public, officers, and other agencies, as appropriate, through responsibilities that include handling administrative tasks, resolving complex issues, ensuring compliance with department policies and procedures, assisting with training of new personnel and supporting the Captain responsible for the Communications Division, including performing all duties of the Captain when the Captain is unavailable. The Communications Lieutenant has the ability to perform all duties of the Communications Sergeants and Officers.

SUPERVISION RECEIVED:

Works under the direction and supervision of the Captain responsible for the Communications Division.

SUPERVISION EXERCISED:

A Communications Lieutenant generally supervises Communications Sergeants and Officers.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.

1. Supervise the responses given for 911 inbound telephone calls for police, fire, and medical emergencies, ensure calls are answered within five (5) seconds, and receive and manage calls, as needed.
2. Communicate clearly, calmly, professionally and respectfully with callers of diverse backgrounds and accurately interpret the request and information communicated verbally by callers.
3. Ensure accurate determinations of the proper action to take, service to provide, and nature and location of incidents are made, and prioritize responses based on urgency of each call and other ongoing calls; verify Automatic Location Identifier (ALI) and Automatic Number Identifier (ANI) information to dispatch police, fire and/or emergency medical services appropriately; forward / redirect non-emergency requests to proper agency or department.
4. Assess whether a call requires police response and the severity of the call, and determine the number of units needed to respond.
5. Operate, monitor and supervise the use of a communications console with multiple radio frequencies, cross patch-phone capabilities, 911 phone lines and displays, Computer Aided Dispatch (CAD) system terminal, the National Crime Information Center (NCIC) systems, including the procedures for entry and removal of items into the system and familiarity with the Amber and Silver Alert entry policies, the FLOCK license plate reader (LPR) recognition system, and the Rave Alert – FedRAMP authorized mass notification system.
6. Read, interpret, and relay directions using digital street maps to assist officers and the public when asked.
7. Identify and relay relevant background sounds or important information from incoming calls that may be relevant to the request or complaint to dispatched / responding officers.
8. Document and maintain by hand or using CAD system all incident details for accurate and appropriate recordkeeping, including daily activity logs and maintenance of operational schedules, and completion of

dispatch logs of necessary action by field units; pay attention to details in order to recall and use information appropriately, e.g., names, addresses, codes, policies, procedures and regulations.

9. Maintain confidentiality of all sensitive and other information received in accordance with applicable laws and the City of Slidell Police Department regulations.
10. Communicate clearly over police radio to dispatch officers to scenes and provide / relay information and updates; track the real-time status and location of all police officers and vehicles / units at all times.
11. Broadcast all requests for police assistance, pickup, officer instructions and information and relay messages such as BOLOs ("Be on the Lookout"), and APBs ("All Points Bulletin"), advising other agencies as needed / required.
12. Use human relations skills in interacting with and observing subordinates behavior using departmental guidelines, identifying any problems and recognizing any need for training or counseling, including detection of possible leave time abuse or other departmental infractions. Document and address any needs and solve them through an appropriate training or counseling program. Initiate disciplinary action when problem solving attempts are ineffective and follow department procedures and Civil Service Rules for taking disciplinary action(s) against a subordinate.
13. Ensure that all communications equipment checks and failure reports are completed with proper corrective action(s) taken, as required.
14. Conduct performance evaluations of designated subordinates, supervise, train, give instructions and order and/or delegate duties to subordinates when assigned or upon assumption of the duties as a Supervisor in Charge, including initiating activities, as appropriate.
15. Conduct statistical surveys and assist in troubleshooting the 911 geographical data base.
16. Perform duties with minimal to no supervision and be prepared to assume the duties of a senior officer upon request.
17. Be on duty or available for duty (24 hours / day) for issues related to the Communications Center, and during emergencies, including civil disturbances, natural or manmade disasters, unusual occurrences, or other critical events that could require rotating shifts and work on weekends, holidays and nights.

ADDITIONAL DUTIES AND RESPONSIBILITIES:

Performs any other job-related duties, as required or assigned.

REQUIRED MINIMUM QUALIFICATIONS:

Education and Experience:

1. Must possess a High School diploma or General Equivalency Development (GED) certificate.
2. Must possess or obtain the following:
 - Completion of forty (40) hours of training specific to supervisory / leadership skills approved by the Slidell Chief of Police
 - Associated Public Communications Officer Institute (APCO) Certification
 - APCO Certified Trainer designation
 - Certification for National Crime Information Center (N.C.I.C.) access
 - CPR / First Aid certification
3. *For internal candidates*, must have at least four (4) years of experience as a Slidell Police Department Communications Officer with at least three (3) of those years served as a Slidell Police Department Communications Sergeant. Prior service with the Slidell Police Department can be included, if rehired within one year of termination.
4. *For external candidates*, must have one (1) to five (5) years of experience as a Police Department Communications Officer, and at least three years as a Slidell Police Department Communications Sergeant, or five (5) or more years of experience as a Police Department Communications Officer with at least two (2) of those years as a Slidell Police Department Communications Sergeant.
5. Completion of APCO Communications Supervisor Course or other training specific to supervisory / leadership skills approved by the Slidell Chief of Police.
6. Equivalent combination of related higher education, corresponding training, certifications or experience with other law enforcement and/or United States military agencies, that provides the required knowledge, skills and abilities and demonstrates the ability to successfully perform the job may be evaluated and determined to meet Required Minimum Qualifications at the sole discretion of the City of Slidell Chief of Police.

General Requirements:

1. Must possess a valid state driver's license without record of suspension or revocation in any state.
2. Must be a United States citizen.
3. Must be proficient in reading and writing the English language.

4. Must not have any felony convictions or disqualifying criminal history.
5. Must be of good moral character and of temperate and industrious habits.

Special Requirements:

1. Must maintain a "Meets Acceptable level" or above on his/her annual performance evaluations or may be subject to termination by the Chief of Police.
2. Must fulfill all initial and ongoing training and or educational requirements for this position.

MINIMUM REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

1. Must be able to judge the level of competency and instruct personnel in the skills required for their position as Communications Officers, Telecommunicators, and/or 911 Operators.
2. Proficient in the operation of all tools and equipment indicated under the Tools and Equipment Used section below, and possess sufficient knowledge and experience to ensure the proper routine operations of the Communications Center.
3. Ability to verify Automatic Location Identifier (ALI) and Automatic Number Identifier (ANI) information and thereby dispatch police, fire or emergency medical services appropriately.
4. Consistent professional and courteous communication skills with ability to speak to persons of various backgrounds when receiving calls, appropriately handle interactions in various situations with the general public, other first responder agencies, and all department personnel in a clear, calm and respectful manner, and effectively interpret requests communicated verbally.
5. Ability to train and supervise subordinate personnel and maintain effective working relationships with subordinates, peers and supervisors.
6. Ability to perform one task while numerous other distractions are present and/or when other conditions may cause interruptions, such as handling an incoming telephone call while monitoring radios, and operate effectively under pressure.
7. Possess good working knowledge of the 3SI security system tracker and LA State License Plater Reader (LPR) system, and maintain certification for access of National Crime Information Center (N.C. I.C.).
8. Possess good working knowledge of the Terminal Agency Coordinator's responsibilities and be able to perform monthly validations required by the LA State Police.
9. Ability to set priorities, implement change or initiate an action by weighing the consequences of the action, and making logical decisions with sound judgment in evaluating situations in a systematic manner based on facts, knowledge and experience.
10. Ability to communicate effectively orally and in writing both with other employees and citizens with knowledge and a good understanding of written materials, including all applicable laws, ordinances, regulations, and department rules, policies and procedures.

TOOLS AND EQUIPMENT USED:

Communications console having multiple radio frequencies, cross-patch-phone capabilities, 911 phones and displays, Computer Aided Dispatch System (CAD) terminal, police communications radio and other telephone communications equipment, mobile phone, first-aid supplies/equipment, computer systems, including general office systems and proprietary software. Items noted are not intended as an all-inclusive list of tools and equipment.

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1. The employee is frequently required to sit for long periods of time, speak frequently and clearly, and effectively hear those persons calling in for assistance.
2. The employee is regularly exposed to a high mental workload requiring ability to make quick, critical decisions under pressure.
3. Ability to reach with hands and arms, and use hands to fingers to type and handle or operate controls.
4. Specific vision abilities required include close and distance vision, including the ability to clearly read computer screen information and maps and the ability to adjust focus.
5. The employee may be required to pull, push, stoop or kneel when placing or retrieving information from file cabinets, and lift, move and carry up to 25 pounds

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the Essential Duties of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the Essential Duties, if accommodations can be made without causing the department an "undue hardship".

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 - a) Only those persons authorized to work in the area or personnel who may need information may be allowed to enter the area.
- 2) The work is typically fast-paced, with occurrences of emotionally demanding situations of high pressure.
- 3) The noise level is generally light to moderate and can sometimes be loud and distracting.
- 4) Recurrent exposure to psychologically demanding management of callers involved in emotionally chaotic and traumatic situations.
- 5) May face unpredictable calls from confused, hysterical, mentally ill / unstable or hostile individuals, and persons dealing with manmade or natural disasters.

SELECTION GUIDELINES:

Individuals who meet all of the Required Minimum Qualifications can be considered for promotion to this position when a Communications Lieutenant position becomes available. Qualifications are reviewed / confirmed by Slidell Police Department Communications leadership. An Oral Interview will be conducted by the Chief of Police and/or his/her designee. Selection is finalized by the Chief of Police and a formal letter indicating the person selected for the promotion is provided to the Civil Service Director.

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 Lieutenant performing his or her duties of work either similar, related to, or a logical assignment to the position.

This job description does not constitute an employment agreement or contract 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 and evolve.

Approval: _____
Civil Service Director

Approval: _____
Chief of Police

Approval: _____
Human Resources Director

Approval: _____
Additional Authorizer (if needed)