



CLASS TITLE | REAL TIME INFORMATION CENTER (RTIC) SUPERVISOR

PAY GRADE: EX-36| www.cityoftulsa.org/pay

Class Code: 3023

Effective Date : 12/14/2022

PURPOSE OF THE CLASSIFICATION: Under general direction plans daily work assignments, organizes information and needs of the work section, and supervises non-sworn personnel in the Real Time Information Center (RTIC), while also monitoring and researching using video, open-source media, sensor technologies, and varied software applications and databases, relaying information using multiple communication devices, and tracking and assessing Tulsa Police Department activities; and performs other related duties as assigned.

ESSENTIAL TASKS:

- Plans, assigns, trains and directs the work of subordinate employees engaged in monitoring and operating a public safety communications system in support of in-progress and recently occurred incident
- Coordinates with criminal justice information systems as they relate to real time crime analysis at agency, city, and county levels, and ensures specialists and the RTIC is in compliance with applicable local, state, and federal regulations.
- Prepares statistical reports and manages projects as assigned by management
- Provides support to non-sworn staff, including training, scheduling, coaching, counseling, establishing performance goals, and supervising day-to-day employee activities
- Participates in and conducts meetings and training sessions on current best practices, methodology, procedures, and applicable laws and trains other agency personnel on RTIC operations
- Serves as a liaison to other RTICs and external public safety agencies and responds to requests for information
- Assigns tasks dynamically based upon the scope of the incident or event, ensuring coverage and accuracy of information given to public safety personnel
- Recommends updates to departmental policies and procedures as well as RTIC training manuals
- Prioritizes managements goals and ensures directives are carried out according to policies and procedures
- Must be able to perform duties of RTIC Specialist, as determined by management and demand
- Must be able to work overnights and weekends
- Reports to work on a regular and timely basis

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.

QUALIFICATIONS:

Training and Experience: Must meet the following criteria or an equivalent combination of training and experience per Personnel Policies and Procedures, Section 100:

- (a) Completion of 120 hours from an accredited college or university; **and**,
- (b) Three (3) years' experience relevant to the essential tasks listed in this job description; **including**,
- (c) Two years of experience in public safety, military, security, dispatching, criminal justice, or experience relevant to the essential tasks listed in this job description.

Knowledge, Abilities and Skills:

Knowledge of:

- Good knowledge of federal state, and local laws, codes, and regulations related to police record management, particularly laws relating to privacy and personally identifying information
- Knowledge of City streets, including arterial, feeder, and residential streets



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- Knowledge of basic emergency dispatching
- Knowledge of supervisory best practices
- Knowledge of City's resources, equipment, and assets
- Knowledge of internet social media search databases and methods
- Knowledge of City personnel and available skillsets
- Knowledge of incident management methods and best practices

Ability to:

- Ability to understand and adhere to local, state, and federal regulations, and codes related to police record management
- Ability to effectively communicate orally and in writing
- Ability to establish and maintain effective working relationships with internal and external customers
- Ability to provide high-level customer support
- Ability to support and motivate staff in high stress situations
- Ability to act independently
- Ability to work cooperatively with direct reports, City staff, elected officials, and vendors
- Ability to communicate policies and procedures to internal and external customers
- Ability to use various software programs, including, but not limited to Records Management Systems, Computer Aided Dispatch, and evidence management software
- Ability to understand technical materials, oral and written instructions, and demonstrate understanding through performance
- Ability to speak clearly and to modulate voice in stressful situations
- Ability to prepare brief, concise, and accurate written statements
- Ability to effectively interact tactfully and diplomatically with internal and external customers
- Ability to exercise good judgement and respond quickly and accurately
- Ability to maintain confidentiality and security of highly sensitive information
- Ability to perform multiple tasks simultaneously
- Ability to maintain emotional control and work effectively during emergencies, crisis situations, and extremely stressful conditions
- Ability to support employees during emergencies, crisis situations, and extremely stressful conditions

Skill in:

- Skill in communicating effectively across multiple media (verbal and written)
- Skill in creating reports
- Skill in analytical reasoning and high-level problem solving
- Skill in making decisions quickly and accurately, with minimal information

Physical Requirements: Physical requirements include arm and hand dexterity enough to use a keyboard and telephone; occasional lifting, carrying and pulling up to 20 pounds; occasional lifting up to 50 pounds; and may be subject to walking, standing, sitting, reaching, bending, handling and twisting; and vision, speech and hearing sufficient to perform the essential tasks.

Licenses and Certificates:

- a) Possession of a valid class "D" Oklahoma Driver license; **and**,
- b) Must be able to pass Criminal Justice Information Services (CJIS) background investigation.

WORKING ENVIRONMENT: Working environment is primarily indoors in an office setting.

EEO Code: E-02

**Group: Clerical and Administrative Series
Data Processing and Information Services**