

**Pineville Police Department – Communications Manual  
Career Development**

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One of the most important steps in developing telecommunicators is the provision of opportunities for employees to develop their knowledge, skills, and abilities. Career development enables personnel to transition from their employment being a job to it being a career. In the long term, successful career development will provide improved service, reduced turnover and lower training cost for the division.

**A. Purpose**

The purpose of this section is to establish a clear and concise guideline for Career Development available to Communications Division personnel and the process by which employees will transition from one position to the next. The program provides recognition of accomplishments and financial incentives for Telecommunications employees from Probationary Telecommunicator to Senior Telecommunicator or Communications Supervisor.

**B. Positions**

The Career Development Plan consists of two career paths, Senior Telecommunicator and Supervisor. The positions are as follows:

Senior Telecommunicator

Probationary Telecommunicator  
Telecommunicator I  
Telecommunicator II  
Telecommunicator III  
Senior Telecommunicator

Supervisor

Probationary Telecommunicator  
Telecommunicator I  
Telecommunicator II  
Telecommunicator II  
Assistant Supervisor  
Supervisor

**C. Voluntary Participation**

The Pineville Police Department Communications Division Career Development Plan is voluntary. The employee chooses whether to participate and how far they wish to advance in the program. Because Career Development is a voluntary program, the employee is responsible for documenting and submitting all their activities for program credit.

**D. Definitions**

- APCO: Association of Public Safety Communications Officials
- COLA: Cost of living adjustment

- Certified Training Officer (CTO): A certified training officer for telecommunications who operates as a field training officer in the Communications Division.
- Credit: The Career Development Program allows credit for your experiences at the Pineville Police Department and conditionally, where listed, for prior experience. Training classes that were taken while at another agency may be used to satisfy the training requirement.
- NENA: National Emergency Number Association
- NIMS: National Incident Management System
- OJT: On the job training.

## **E. Position Requirements**

### **Probationary Telecommunicator (PTC)**

Telecommunicators are considered on probation for six months after the beginning of their employment. Release of Probationary Telecommunicators is at the discretion of the Communications Supervisor based on the recommendation of the Training Supervisor. Telecommunicators in this class must:

- Successfully complete the APCO Telecommunicator Training Program (OJT)
- Obtain certification from the Division of Criminal Information (DCI) in Modules 1-3.

*The probation period for this level may be extended beyond 6 months at the discretion of the Communications Supervisor based on the recommendation of the Training Supervisor.*

### **Telecommunicator I**

Employees will be considered for this level once the above qualifications are met, in addition to the following:

- Eighteen months full-time experience within the Pineville Police Communications Division
- Obtain Telecommunicator Certification with the North Carolina Sheriffs' Training and Standards Division
- Complete the federal NIMS training courses ICS 100, ICS 200 and ICS 700

- Must maintain a Quality Assurance Review average of 85 or higher for Call Taking and an average of 85 or higher for Dispatching
- Has minimum ratings of “Meets Expectations” on the latest performance evaluation and shows upward movement
- No Negative Employee Records, no disciplinary action or the subject of Internal Affairs Investigations within the last year

### **Telecommunicator II**

Employees will be considered for this level once the above qualifications are met, in addition to the following:

- Three years’ full-time experience within the Pineville Police Department Communications Division
- Successful completion of a total of 80 non-repetitive training hours in addition to mandated training
- Must maintain a Quality Assurance Review average of 90 or higher for Call Taking and 90 or higher for Dispatching
- No Negative Employee Records, no disciplinary action or the subject of Internal Affairs Investigations within the last year

### **Telecommunicator III**

Employees will be considered for this level once the above qualifications are met in addition to the following:

- Successful completion of the APCO Communications Training Officer Certification course
- Successful completion of a total of 80 non-repetitive training hours in addition to mandated training
- No Negative Employee Records, no disciplinary action, or the subject of Internal Affairs Investigations within the last year.

### **Senior Telecommunicator**

Employees will be considered for this level once the above qualifications are met in addition to the following:

- Eight years’ full-time experience within the Pineville Police Department Communications Division or similar Public Safety Communications experience.

- Complete the federal NIMS training courses ICS 300 and ICS 400.
- Successful completion of a total of 120 non-repetitive training hours in addition to mandated training.
- Completes special assignments given by supervisors
- No Negative Employee Records, no disciplinary action, or the subject of Internal Affairs Investigations within the last year

The positions of Assistant Communications Supervisor and Communications Supervisor will only be considered if there is an opening for each position. Candidates must submit an interest letter and may be required to complete a panel interview in addition to the requirements below.

### **Assistant Communications Supervisor**

This position will serve as the Assistant Communications Supervisor and oversee the day-to-day operations of the Communications Center and will report to the Communications Supervisor. General duties will include scheduling and ensuring telecommunicators follow all Department policies and procedures. Employees will be considered for this level once all criteria are met for Telecommunicator I, II and III in addition to the following:

- Successful completion of the APCO Communications Supervisor Certification course
- Complete the federal NIMS training courses ICS 300 and ICS 400
- Meets the requirements of the current job description

### **Communications Supervisor**

Employees will be considered for this level once the Assistant Communications Supervisor qualifications have been met in addition to the following:

- Five years' experience within the Pineville Police Department's Communications Division or similar public safety communications experience
- Successful Completion of the North Carolina Public Safety Answering Point (PSAP) Manager Program offered by Richmond Community College (In the event that this course is no longer offered, successful completion of a management program offered by APCO, NENA or other

educational entity is required at the discretion of the Chief of Police or their designee.)

## **F. Financial Incentives**

While this career development program offers Communications personnel professional growth, there are financial incentives that go along with each position. These incentives are in addition to any COLA or performance review pay increases. Employees must submit a completed Career Development Program Application for each position to the Communications Supervisor. The Career Development Program is a tiered program. All requirements for one position must be met before consideration for the next position, regardless of tenure. The pay increases for each position are listed below:

Telecommunicator I	5%
Telecommunicator II	5%
Telecommunicator III	2 ½% in addition to daily CTO pay
Senior Telecommunicator	10%
Assistant Communications Supervisor	Follows current pay raise policy
Communications Supervisor	Follows current pay raise policy