

COMMUNICATIONS CENTER SUPERVISOR

FUNCTION OF THE JOB

Under direction to perform work supervising and directing employees engaged in public safety dispatching and emergency call-taking operations; and to perform other duties as required.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES

1. Supervises, assigns, trains and evaluates employees in the performance of public safety dispatching and emergency call-taking duties; and handles personnel concerns of the staff, and may recommend discipline up to discharge.
2. Provides employees with guidance and interpretation of operating policies and procedures in specific incidents with authority to make commitments concerning action to be taken.
3. Schedules and assigns personnel; maintains adequate staffing levels considering such factors as time off, incident rates, overtime, and any special requirements of the shift.
4. Participates in interviews of applicants, evaluates the potential of each applicant, and recommends candidates to be hired.
5. Investigates, documents and responds to partner's inquires regarding incidents and responds to media inquiries regarding incidents.
6. Monitors overall performance of communications equipment; inspects, monitors and reports the need for preventative maintenance and repairs of building and center equipment, systems, premises, supplies and installations within the Center.
7. Participates in the preparation of the annual budget request for equipment, supplies, and personnel for the communications center and implements approved expenditures.
8. Acts as liaison between line staff and administration, and between public officials and the general public; participates in protocol meetings and other work groups as assigned.
9. Oversees the training and evaluation of employees on their respective shifts; and performs quality assurance reviews with staff.
10. Prepares and maintains records and reports as required by local and state laws, and policies and procedures of the Communications Center.
11. Assists in the development and enforcement of policies and procedures for the Communications Center; recommends changes in work methods, policies and procedures.
12. Maintains security and safety of the building for all staff; makes notation of, and corrects where possible any workplace hazards.
13. In certain situations, may answer incoming emergency and non-emergency phone calls using the computerized equipment and may dispatch and communicate to field units by radio, phone, and CAD.
14. Receives officer safety alerts or other special instructions from agency partners and enters into CAD.
15. Operates emergency warning equipment; and decides when to initiate and whether activation is necessary.
16. Prepares and presents detailed verbal and written reports as required.
17. Establishes and maintains effective working relations with staff, partner agencies, outside agencies, other Public Safety Answering Points (PSAP's), vendors, dispatch user groups, and the general public.
18. Performs other duties as required.

QUALIFICATIONS

Essential Knowledge and Abilities

1. Comprehensive knowledge of standard operating procedures for law enforcement, fire service, and emergency medical communication centers, including the operation and capabilities of radio, telephone, and other radio, telephone and data equipment.
2. Comprehensive knowledge of the capabilities and uses of computer aided dispatch system databases and interfaces.
3. Comprehensive knowledge of Federal Communications Commission rules and regulations.
4. Considerable knowledge of the location of federal, state, and county highways, town roads, and city streets within the County's geographical limits.
5. Considerable knowledge of supervisory principles and practices, and of department policies and procedures concerning emergency communications centers.
6. Working knowledge of leadership principles, communications skills, conflict management, and group dynamics.
7. Working knowledge of occupational hazards and safe work practices.
8. Ability to read, write and speak English fluently; speak clearly; hear and understand radio, telephone and verbal communications.
9. Ability to effectively supervise, assign, train, coordinate, and evaluate the work of other employees; and to handles any personnel concerns of the staff.
10. Ability to respond to emergency situations and work a varied and flexible schedule.
11. Ability to provide guidance and interpretation of the department policies and procedures, rules and regulations.
12. Ability to utilize word processing, database, Internet, and spreadsheet programs.
13. Ability to establish and maintain effective working and public relations with staff, partner agencies, outside agencies, other PSAP's, vendors, dispatch user groups.
14. Ability to prepare and maintain accurate reports and records.
15. Ability to prepare and present verbal and written reports.
16. Ability to effectively present recommendations to management.
17. Ability to effectively interact with sensitivity with persons from diverse cultural, socioeconomic, educational, racial, ethnic, and professional backgrounds, and persons of all ages and lifestyles.
18. Ability to research, evaluate, recommend, and implement technological enhancements to a computer aided dispatch system.
19. Ability to communicate effectively both verbally and in writing.

Training and Experience

1. High School Diploma or GED.
2. Three (3) years of work experience in a public safety communications environment or a closely related field.
3. Post high school training from a recognized college or university with major courses in criminal justice, fire science, police science, public safety communications, business administration, or a closely related field may substitute for up to two years of work experience on a year for year basis.