



Job Title	Public Safety Communications Supervisor	FLSA Status	Non-Exempt
Band	SUP	Probationary Period	12 Months
Zone	3	Job Code	12761

Class Specification – Public Safety Communications Supervisor

Summary Statement:	
<p>The purpose of this position is to provide critical oversight for communications operations which provide essential public safety services, ensuring work quality and adherence to established policies and procedures, to supervise, assign, review, and participate in the work of staff that is responsible for public safety services, providing excellent customer service. This is accomplished by supervising assigned technicians and dispatchers as they process incoming calls, operate radio consoles, maintaining certifications, determining and maintaining adequate staffing levels, monitoring adherence of all policies and procedures and general orders of subordinate employees, as well as monitoring management of public safety resources, investigating both internal and external complaints, ensuring a variety of equipment and tools are operational and troubleshooting and repairing or arranging for the repairs of these tools and equipment. Other duties include developing and maintaining databases and forms, coordinating training, attending meetings and participating in committees, reviewing applications, developing policies and procedures, acting as liaison between supervisors and employees, and providing mentoring and training.</p>	
Essential Functions	Note: Regular and predictable attendance in the performance of this job is an essential function.
Time %	Note: Time spent on each essential function will vary based on operational needs and is only intended to be an approximation over the course of a full year.
40%	Oversee the operation of the communications center and supervise the transition to operation of the backup communications center.
20%	Administrative functions to include generating reports and ensure that all activities and operations are in compliance with laws, regulations, and ordinances.
15%	Participate in the new hire process, supervise staff, schedule work, overtime, and vacations, complete employee evaluations, and designing and implementation of training.
10%	Participate in the development and implementation of policies and procedures.
10%	Ensure all equipment is functioning properly, and recommend related repairs and maintenance.



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5%	Maintain Communications Center accreditations and individual employee certifications.
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<p>Competencies Required:</p> <p>Human Collaboration Skills: Decisions regarding interpretation of policies may be made. Contact may involve support of controversial positions or the negotiation of sensitive issues or important presentations. Contacts may involve stressful, negative interactions with the public requiring high levels of tact and the ability to respond to aggressive interpersonal interactions.</p> <p>Reading: Intermediate - Ability to read papers, periodicals, journals, manuals, dictionaries, thesauruses, and encyclopedias. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.</p> <p>Math: Intermediate - Ability to deal with system of real numbers; practical application of fractions, percentages, ratios/proportions and measurement. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.</p> <p>Writing: Intermediate - Ability to write reports, prepare business letters, expositions, and summaries with proper format, punctuation, spelling, and grammar, using all parts of speech. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.</p>

<p>Technical Skills:</p> <p>Skilled in a Technical Field: Work requires a comprehensive, practical knowledge of a technical field with use of analytical judgment and decision-making abilities appropriate to the work environment of the organization.</p>
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<p>Relevant Background and Formal Education:</p> <p>Education: Equivalent to the completion of the twelfth grade (high school diploma or GED) supplemented by specialized training in dispatch communications or a related field.</p> <p>Experience: Three years of full-time public safety communications and/or dispatch experience including one year of administrative and/or lead supervisory experience/responsibility.</p>
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Education and Experience Equivalency:

One (1) year of the appropriate type and level of experience may be substituted for each required year of post-high school education.

Additional appropriate education may be substituted for the minimum experience requirements.

Certifications and Licenses: Must possess or be able to acquire the following certifications and/or licenses.

CPR certification (cardiopulmonary resuscitation)	Within 3 months of start date
NAED EMD	Within 3 months of start date
EPD	Within 3 months of start date
EFD	Within 3 months of start date
CBI (certification in CCIS/NCIC)	Within 3 months of start date
ICS 100, 200, 300, 700	Within 3 months of start date
NCMEC	Within 3 months of start date
Certifications required in accordance with standards established by departmental policy.	

Supervision Exercised:

Work requires supervising and monitoring performance for a regular group of employees or department including providing input or hiring/disciplinary actions and work objectives/effectiveness, performance evaluations, and realigning work as needed. A first line supervisor typically performs these functions.

Supervision Received:

Receives Limited Directions: The employee normally performs the duty assignment according to his or her own judgment, requesting supervisory assistance only when necessary. Special projects are managed with little oversight and assignments may be reviewed upon completion. Performance reviewed periodically.

Fiscal Responsibility:

The job title prepares accounting, budget, employment actions, purchasing documents; and does research to justify language used in documents for a unit or division of a department. May recommend budget allocations.



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Physical Demands:
 Exerting up to 20 pounds occasionally, 10 pounds frequently, or negligible amounts constantly;
 Walking or standing to a significant degree

Environmental Conditions:	Frequency
Primary Work Environment	Office Environment
Extreme Temperature	Never
Wetness and Humidity	Never
Respiratory Hazards	Never
Noise and Vibrations	Never
Physical Hazards	Never
Mechanical and/or Electrical Hazards	Rarely
Exposure to Communicable Diseases	Never

Machines, Tools, Equipment, and Work Aids: Fax, scanner, telephone, headset, workstation with moveable decks, ergonomic adjustable chairs, computer, and printer.

Specialized Computer Equipment and Software: Quick Response, CAD, CCIS/NCIC, CJIS, LERMS, ProQA, MS Office, Contact Map, twitter, Facebook, Citizen Observer, 3si, CSU database, BOSS3.

The description above is intended to represent only the key areas of responsibilities; specific job assignments, duties, and environmental conditions will vary depending on the business need of the department and the particular assignment.

Original date: July 2016