



Job Title	Public Safety Communications Supervisor Lead	FLSA Status	Exempt
Band	SUP	Probationary Period	12 Months
Zone	5	Job Code	12762

**Class Specification – Public Safety Communications Supervisor Lead**

<b>Summary Statement:</b>	
<p>The purpose of this position is to supervise critical oversight for communications day to day operations which provide essential public safety services; ensures 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; and provide excellent customer service. This is accomplished by supervising the Public Safety Communications Supervisors in 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 the supervisor’s management of public safety resources to include the emergency response technicians and public safety dispatchers; and assist in investigates both internal and external complaints. Other duties include attending meetings and participating in committees; reviewing applications; developing policies and procedures; acting as liaison between supervisors and employees; and providing mentoring and training to supervisors.</p>	
<b>Essential Functions</b>	Note: Regular and predictable attendance in the performance of this job is an essential function.
<b>Time %</b>	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.
50%	Provide oversight of the day to day operations of the Public Safety Communications center to include supervision of the Public Safety Communication Supervisor positions.
30%	Administrative oversight of the hiring process to include testing, applicant correspondence, and the interview process in coordination with CSPD Human Resources.
10%	Participates in the development and implementation of policies and procedures.
10%	Maintains departmental accreditation standards.

<b>Competencies Required:</b>
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



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presentations. Contacts may involve stressful, negative interactions with the public requiring high levels of tact and the ability to respond to aggressive interpersonal interactions.

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.

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.

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.

**Technical Skills:**  
 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.

**Relevant Background and Formal Education:**  
 Education: Bachelor’s degree from an accredited college or university with major coursework in public administration, business administration, communications, or related field.  
 Experience: Five years of full-time public safety communications and/or dispatch experience including two years of administrative and supervisory experience.

**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.



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<b>Certifications and Licenses:</b> 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.	

<b>Supervision Exercised:</b>
Work requires managing and monitoring work performance by directing subordinate supervisors, including making final decisions on hiring and disciplinary actions, evaluation program/work objectives and effectiveness, and realigning work and staffing assignments as needed.
<b>Supervision Received:</b>
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.

<b>Fiscal Responsibility:</b>
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.

<b>Physical Demands:</b>
Exerting up to 20 pounds occasionally, 10 pounds frequently, or negligible amounts constantly. Walking or standing to a significant degree



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<b>Environmental Conditions:</b>	<b>Frequency</b>
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