



Job Title	Radio Communications Supervisor	FLSA Status	Exempt
Band	SUP	Probationary Period	12 Months
Zone	4	Job Code	15029

Class Specification – Radio Communications Supervisor

Summary Statement:	
<p>The purpose of this position is to manage, supervise, and coordinate the activities and operations within the Radio Communications Division; to coordinate assigned activities with other programs, divisions, outside agencies, and the general public; and to provide highly responsible and complex staff assistance to higher level supervisory or management staff. This individual will work collaboratively with other team members to ensure customer computers, phones, mobile devices, peripherals, and core services are available and operational to ensure a quality customer experience at all times.</p>	
Essential Functions	Note: Regular and predictable attendance is an essential function in the performance of this job.
Time % (All below must add to 100%)	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.
60%	Oversees, directs, and coordinates the organization, staffing, and operational activities for the Radio Division to include installation, maintenance, and repair of radio and paging systems and subscriber units for Police, Fire, and General City; and ensures compliance with appropriate guidelines and standards. Operates and maintains the regional public safety digital paging system. Plans, coordinates, and oversees special projects. Participates in the development and implementation of goals, objectives, policies, and priorities; and recommends and implements resulting policies and procedures. Provides support and technical advice during program development for the Radio Division including planning, projects, finance, or contract compliance. Reviews plans and program elements and makes recommendations for integration of assigned responsibilities into the overall mission and purpose of the Radio Communications Division. Directs, coordinates, and reviews the work plans for assigned services and activities; assigns work activities and projects; monitors work flow; and reviews and evaluates work products, methods, and procedures; and meets with staff to identify and resolve problems.
20%	Manages FCC license requirements including preparing and submitting FCC license applications; coordinates and controls channel allocations with the Federal



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	<p>Communications Commission. Prepares, maintains, and manages a variety of internal and external service level contracts. Delivers and maintains excellent customer service and support in the execution of service level agreements. Participates on committees responsible for planning, organizing, implementing, and monitoring major programs and projects associated with the 800 MHz radio system. Plans and executes tower projects, including construction, modification, and installation of towers, antennae, waveguides, and coaxial cables and equipment; ensures proper documentation of projects and activities.</p>
10%	<p>Consults with departments regarding communications requirements or changes; and requests for new equipment and recommends changes or approval. Attends and participates in professional group meetings; and stays abreast of new trends and innovations in the field of public safety communications. Performs related duties and responsibilities as required. Supports management reporting, information flow, and process planning.</p>
10%	<p>Shows initiative and acts independently to resolve tickets; manages multiple priorities, and follow through on projects and tasks to completion. Effectively communicates by phone or in person and handles difficult situations and customers. Tracks and manages tickets to ensure timely and agreed resolutions and solutions. Concisely and effectively communicates progress, status, and issues to the customer and management.</p>

Competencies Required:	
<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>	



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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 Required:

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: Demonstrated skills, competencies, and knowledge required for this job are most often acquired through the following practical experience and level of academic education and training as suggested below.

Education: Equivalent to the completion of the twelfth grade (high school diploma or GED) supplemented by specialized training or college level coursework in electronic engineering, two-way radio theory, operation of diagnostic and test equipment, or related field.

Experience: Five years of full-time responsible maintenance and repair of radio communications equipment experience including two years of administrative and/or lead 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.

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

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.



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Supervision Received:

Receives Direction: This job title normally performs the duty assignment after receiving general instructions as to methods, procedures, and desired end results. There is some opportunity for discretion when making selections among a few, easily identifiable choices. The assignment is usually reviewed upon completion.

Fiscal Responsibility:

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

Physical Demands:

Exerting up to 20 lbs. occasionally; 10 lbs. frequently; or negligible amounts constantly; OR requires 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	Never
Exposure to Communicable Diseases	Never

Machines, Tools, Equipment, and Work Aids: Computer, printer, copier, telephone, and standard office equipment.

Specialized Computer Equipment and Software: Microsoft Office.

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: December 2015