



CLASSIFICATION NO. 351

Established: 2/88

Revised: 1/90, 1/93

FLSA: Exempt

EEO: 3

## **COMMUNICATIONS OPERATIONS SUPERVISOR**

### **CLASS CHARACTERISTICS**

Under direction, to plan, organize and supervise emergency communications operations and dispatch personnel; to coordinate and maintain specialized administrative and operations programs; and to do other work as required.

### **DISTINGUISHING CHARACTERISTICS**

The Emergency Communications Department is the central dispatch center for multiple public safety agencies within the County. The Center provides 24-hour primary answering and dispatch for law enforcement, fire, and emergency medical services through an enhanced 9-1-1 computer system.

The Communications Operations Supervisor performs supervisory, administrative, and technical duties to ensure the center's efficient operation and to maintain compliance with established policies and procedures, and federal and local laws, rules and regulations.

The Communications Operations Supervisor differs from the Communications Shift Leader which is the highest level of working dispatcher and serves as lead worker of a shift of Communications Dispatchers. It also differs from the Communications Operations Manager who oversees the activities of the emergency communications center dispatch operations.

### **TYPICAL TASKS**

Duties may include but are not limited to the following:

1. Supervises call answering and emergency dispatch services; resolves policy and procedure questions; ensures facility and equipment meet safety requirements; performs dispatch functions in emergency situations or as required.
2. Develops, recommends and implements programs, policies and procedures; maintains and coordinates specialized programs and related records and paperwork such as shift scheduling, recruitment coordination and testing process, new employee orientation, resource/data management, quality assurance, training and employee development, budget coordination, public safety training events and information technology; delivers public awareness and educational presentations to schools, community and other interested groups.
3. Maintains and assures accuracy of complex records, tapes, reports and maps; receives and processes tape and information requests from attorneys, government agencies, media and citizens; revises and designs forms; appears in court to authenticate tapes when

subpoenaed.

4. Trains, assigns, evaluates, disciplines and motivates assigned communications personnel; prepares and delivers performance evaluations; conducts internal investigations; recommends hiring and termination decisions; assists on-the-job training coaches with new employee instruction and evaluation; participates as a member of the management bargaining team and administers division labor contract; resolves employee grievances.
5. Receives, investigates and responds to complaints and inquiries from user agencies and the public regarding dispatch services and dispatcher performance; explains policies and procedures; troubleshoots and resolves technical and operational issues with user agencies; monitors notification of County agencies to respond to non-emergency requests.
6. Monitors and documents performance of CAD system and other in house electronic and mechanical systems and specialized communications information technology equipment and recommends improvements and upgrades; diagnoses, corrects and requests repair services for minor equipment problems; researches and recommends vendor/product purchase; conducts request for proposal process.
7. Develops, promotes, and maintains cooperative relationships with communications center staff, user agencies and other agencies; provides guidance, assistance and resolution on technical, operational and program issues; participates and represents agency in regional and state organizations, commissions, task forces and technical groups.

#### **REQUIRED KNOWLEDGE AND SKILLS**

Thorough knowledge of: Federal, State and local laws governing the operation of an emergency communication center; principles and practices of prioritizing, training and dispatching requests for emergency assistance; EMD and CPR procedures; Federal Communications Commission rules and regulations applicable to the operation of two-way radio communication equipment; County radio dispatch codes, tones and terms; police, fire and EMS jurisdictions and district boundaries; County roadway network and master street addressing patterns; mapping abbreviations and codes; County radio dispatch directories and reference materials; data retrieval and dissemination procedures for the Law Enforcement Data System, National Crime Information Center and Department of Motor Vehicles; state public records law; recordkeeping techniques.

Working knowledge of: Principles and techniques of supervision.

Skill to: Plan, organize, train and supervise dispatch and technical personnel; maintain a courteous and professional manner in stressful situations; communicate effectively, both orally and in writing including preparing, writing and delivering reports and presentations; prioritize, triage and dispatch requests for emergency assistance in a timely and calm fashion; operate two-way radio communications and related computer assisted dispatching equipment; read and interpret County/City street maps to locate building and street addresses; retrieve and disseminate information from relevant data networks; type and enter data accurately and effectively in order to operate dispatch equipment and type reports; complete and maintain concise, accurate records; establish and maintain professional and effective working relationships with County staff, user agencies, communication centers and the public.

## **WORKING CONDITIONS**

Must be available for 24-hour on-call response to emergency situations or other urgent issues.

## **MINIMUM QUALIFICATIONS**

Minimum qualifications are used as a guide for establishing the minimum experience, education, licensure, and/or certifications required for employment in the classification. The following minimum qualifications are established for this classification. Additional minimum qualifications and special conditions may apply to a specific position within this classification and will be stated on the job announcement.

**Experience:** A minimum of five (5) years of related experience that would provide the required knowledge and skills to perform the responsibilities of this position.

**Licenses/Certifications:** None Required.

## **PRE-EMPLOYMENT REQUIREMENTS**

Must successfully pass an extensive background investigation including national fingerprint records check.

Must pass a pre-employment drug test.

Driving may be necessary for County business. For position(s) with occasional/incidental driving, incumbents must possess a valid driver's license. Accommodation requests for an acceptable alternative method of transportation will be reviewed on an individual basis in compliance with State and Federal legislation. For position(s) with regular driving, incumbent(s) must also possess and maintain an acceptable driving record throughout the course of employment.

## **POST-EMPLOYMENT REQUIREMENTS**

Within one year of hire, possession of Department of Public Safety Standards and Training Basic Certification (DPSST) as a Telecommunicator; Law Enforcement Data System (L.E.D.S.) certification, Emergency Medical Dispatch (E.M.D.) certification.

Within eighteen months of hire, possession of: Supervisor certification, Instructor Development certification and Communications Training and Evaluation Program certification as issued by the Department of Public Safety Standards and Training (DPSST) and Hazardous Materials certification.

Edited: 8/23