

COMMUNICATIONS SUPERVISOR

DEFINITION

Under the direction of the Police Chief and supervisors, the position performs varied supervisory work in the City's Communication Center. Performs work under general instructions, but with established policies, procedures and precedents as guides; and performs related duties as required to achieve successful results in support of the City's mission, goals, policies and objectives.

DUTIES, RESPONSIBILITIES AND EXPECTATIONS

This position is accountable to perform as a team member to assist with operational and support duties and services including but not limited to:

- Maintaining supervision and control of Police and Fire dispatch and call taking services during assigned shifts in accordance with established policies and procedures
- Supervising and evaluating Emergency Services Dispatchers and trainees
- Performing the duties of an Emergency Services Dispatcher during relief periods, moderate to major Center activity, during emergencies or high priority incidents, or as necessary
- Understanding and applying complex applications for data retrieval using searches in a computer aided dispatch system
- Meeting with Police and Fire department personnel to solve operational issues and recommending changes in operational procedures
- Assisting the Communications Manager in the performance of administrative tasks and project
- Work shifts and irregular hours including days, evenings, nights, overtime and including weekends and holidays; must be available for call-back and automatic return to work with reasonable response time during off-duty hours for major emergencies, disasters, critical incidents and as otherwise required.
- Working in an environment that requires the ability to sit for extended periods of time, read color coded displays; use a computer terminal for extended periods; hear sufficiently to accurately and completely obtain information from callers; and communicate clearly to effectively dispatch information over the radio/communication system. Frequent lifting and/or moving up to 10 pounds and occasionally lifting and/or moving up to 25 pounds may be required.
- Providing outstanding internal and external customer service, communicating effectively with the public and fellow employees, solving problems and proactively creating sustainable solutions to issues

- Conducting duties, responsibilities, tasks and assignments with a constructive, cooperative, positive, professional attitude and demeanor
- Supporting the City's mission, goals, policies and objectives
- Supporting City's corporate values of: openness and honesty; integrity and ethics; accountability; outstanding customer service; teamwork; excellence; and fiscal responsibility
- Performing other related duties as required

The position requires the ability to understand and use methods, procedures, techniques and equipment used in modern computer-aided public safety dispatching system and to supervise a group of Emergency Services Dispatchers in demanding, around-the-clock shift work. Also needed is the ability to exercise effective management, to create teamwork and develop mutual respect on the assigned shift, to instruct and supervise Emergency Services Dispatchers in a demanding multi-tasking environment. Other requirements include the maintenance of payroll records, personnel evaluations, reports and investigations of complaints. Candidates must be able to communicate effectively, both orally and in writing, establish and maintain effective working relationships with personnel in other departments and the public.

QUALIFICATIONS

Any combination of training, education and experience which demonstrates potential ability to perform the duties of the position:

The position requires possession of a high school diploma or G.E.D. equivalent and the minimum age of 18 years at time of appointment. Additional college credits and bilingual skills and supervisory experience are desirable. Must possess a minimum of two (2) years as a public safety Emergency Services Dispatcher with computer-aided dispatching experience. Applicants will be required to successfully test on CritiCall, a work sample test that simulates a generic dispatch environment, and typing test with results of a minimum of 45 corrected words per minute. Applicants are required to pass a California Certified Dispatcher School within 18 months of appointment or hold recognized equivalent certification of a State or Municipal Agency. Emergency Medical Dispatch Certification must be obtained within 12 months of appointment to this classification.

The position requires computer literacy with knowledge in the use of Microsoft Word and Excel and the ability to learn the efficient use of the department's Computer Aided Dispatch and Records Management Systems, State, County and local computer databases and other computer systems. Also required is the ability to communicate using email programs and to understand and adhere to city policies for information technology.

The position's expected competencies are to provide sound decision-making skills and critical thinking to professional recommendations, decisions and completed staff work. The position also requires the initiative to achieve positive, timely results for the organization while maintaining interpersonal, customer service, diplomatic skills and ethical conduct.

The position requires meeting the physical employment standards for the position.

Qualified Military Veterans are given an additional five (5) points to a passing score for both open-competitive and promotional recruitments.