



Job Description
Job Code: 315
Range: 20

PUBLIC SAFETY COMMUNICATIONS SUPERVISOR

DEFINITION: Under general direction of the Public Safety Communications Manager, supervises Public Safety Communications and Public Safety Answering Point operations; performs all duties of a Communications Specialist; provides scheduling and training, performance evaluation, and discipline; assists communications manager; drafts operating policies; conducts audits and reviews audio tapes; ensures policy and guidelines are followed and all certifications are met and kept current; ensures 24-hour uninterrupted communications service to the agencies are maintained; receives and processes 911, emergency, non-emergency, and administrative calls for public safety organizations; and performs related duties as assigned.

CLASSIFICATION: This is a non-exempt, full-time, classified position with full benefits.

ESSENTIAL FUNCTIONS: Essential functions, as defined under the Americans with Disabilities Act, may include the following tasks, knowledge, skills and other characteristics. This list is ILLUSTRATIVE ONLY, and is **not** a comprehensive listing of all functions and tasks performed by incumbents of this classification.

TASKS:

Supervises subordinate staff of dispatchers and trainers by providing direction, guidance, and training in all areas of the communication's operation for police, fire and EMS disciplines; completes monthly probationary employee performance evaluations and reviews trainees' daily observation reports; completes annual employee performance evaluations, meets with each employee to present the evaluations to establish goals and objectives; completes monthly quality assurance reviews of employees' work product; provides counseling, coaching, remedial training, and discipline; develops communications staff meetings; investigates complaints as assigned by communication center manager.

Staffs the communications center with 24/7 coverage, schedules employees, maintains shift coverage for employee vacation, sick, or other time off requests; minimizes overtime usage; performs duties of communications specialist; answers incoming emergency and non-emergency phone calls; ascertains nature of emergency; prioritizes calls, etc.

Assists in development of the annual budget for the division; prepares and submits periodic reports (e.g. weekly, monthly, quarterly, annual, statistical, etc.); tests and interviews applicants; develops training programs; trains end users; audits data; administers continuing education program for dispatchers.

First point of contact for equipment malfunctions; contacts support contractor for assistance or repairs; ensures all equipment is functional; troubleshoots minor equipment problems; keeps detailed equipment records; backs up equipment and provides contingency plans; serves on various committees; obtains audio recordings for evidence; creates photo line-ups as requested; attends supervisor meetings.

Ensures certifications for all agency operators are completed; provides ACJIS system training; assists in maintaining information resources; assists in developing and maintaining Communications Policy and Procedures; may serve as agency's AMBER Alert program coordinator; reports to manager any issues related to CAD/RMS system and building security system.

Public Safety Communications Supervisor – (Continued)

Performs duties of Public Safety Answering Point supervisor; responsible for efficient and productive operations of the communication center; improves community opinion of Public Safety communications by providing strong and stable supervision; assists in developing and implementing clear goals and objectives; provides communications and 9-1-1 training to department employees, volunteers, and community groups; assists communications center manager as directed; manages projects as assigned to include budget, policy review and purchasing; attends meetings as primary or in the manager's absence. Performs other duties as assigned.

KNOWLEDGE, SKILLS, AND OTHER CHARACTERISTICS:

Knowledge of the supervisory principles and practices of emergency communication operations.
Knowledge of the mechanics of radio communications, terminology and codes.
Knowledge and implementation of standard operating procedures in the Police Department.
Knowledge of mapping and street names throughout the Verde Valley.
Knowledge of applicable federal, state, and local laws, rules, regulations, codes, and/or statutes.
Skill in maintaining a calm presence during emergency situations.
Skill in recognizing voice levels of distressed individuals.
Skill in operating radio communications equipment.
Skill in memorizing and retaining radio communications codes.
Skill in performing multiple tasks at one time.
Skill in analyzing data and drawing valid conclusions.
Skill in establishing and maintaining effective interpersonal relationships.
Ability to prioritize and assign work.
Ability to supervise and evaluate employees.
Ability to analyze problems and identify/recommend solutions.
Ability to plan, organize, and coordinate the delivery of training programs.
Ability to prepare and present oral and written presentations/training.
Ability to perform duties of Communications Specialist.
Ability to obtain CPR and EMD and/or EMDQ certifications.
Ability to obtain EPD and/or EPDQ certification.
Ability to obtain EFD and/or EFDQ certification.

PHYSICAL REQUIREMENTS: Must be able to sit or stand for extended periods of time; must be able to multi-task such as typing while answering phones; must be able to visually observe and interpret data displayed on multiple dispatch computer monitors comprised of several windows per monitor; required to reach with hands and arms; must be able to hear radio and telephone conversations at an appropriate level so as to not cause radio interference; must possess the ability to communicate clearly when speaking.

MINIMUM QUALIFICATIONS: The equivalent of a high school diploma or GED and a total of three (3) years public safety dispatching experience or a combination of public safety dispatching and acceptable related experience (i.e. military) to total at least three years. Must successfully complete comprehensive background check and must obtain Level A ACJIS certification. Must have a valid AZ driver's license. Must be a citizen of United States or legal to work in United States.