

NORTH MARION COUNTY COMMUNICATIONS CENTER
Position Description

COMMUNICATIONS SUPERVISOR

GENERAL STATEMENT OF DUTIES: To plan, organize, evaluate, assign and direct work, and supervise North Marion County Communications Center (The Agency) operations on an assigned shift; to set the example in performing the duties of a Communications Specialist.

This is a "lead" level position. Incumbents are expected to be technically proficient in handling the full range of call taking and dispatching functions and knowledgeable in the overall operations of a centralized public safety communications center. In addition, this position requires the exercise of sound judgment in handling emergency situations and the ability to remain alert throughout an assigned shift.

SUPERVISION RECEIVED: Works under the general direction of the Director and within established guidelines.

SUPERVISION AND/OR AUTHORITY EXERCISED: Supervises Communications Specialists and responsible for shift lead and center operation during designated hours and in the absence of the Director. Conducts independent investigations and/or makes effective recommendations to the Director regarding hiring, retention, discipline, promotion, adjustment of grievances, assignment and direction of work and training.

ESSENTIAL FUNCTIONS: The duties listed shall not be construed as a detailed description encompassing all the job responsibilities.

Performs all the duties of a Communications Specialist.

Monitors and evaluates center operations and activities during designated hours; recommends improvements and modifications; maintains required reports, forms, confidential logs and tape recordings; assures the accurate recording of information and calls received and dispatched; assists with the arranging of coverage in emergency or unpredictable leave scheduling; evaluates the need for and makes timely recommendations for site equipment repairs.

Plans, assigns, directs, evaluates and supervises the work of staff involved in the daily operations of the center; maintains accurate time worked and leave taken records; determines training needs and makes recommendations; assists in the development and updating of training and orientation material; prepares and conducts Communications Specialist evaluations and progress reports. Taking and/or effectively recommending disciplinary actions where appropriate.

Answers questions and provides information to the public; investigates complaints and recommends corrective action as necessary to resolve complaints. Responds and works to investigate, adjust and resolve employee grievances and complaints.

Recommends and assists in the implementation of Agency goals and objectives; maintains schedules and methods of operation for the center; implements policies and procedures and provides quality control for clarification and direction.

Performs related duties as assigned.

Communications Supervisor Position Description
Page Two

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED: Demonstrate high level performance and knowledge of duties required of a Communications Specialist.

Knowledge of applicable Federal, State and Local laws and ordinances pertaining to the operation and support of a public safety agency.

Substantial knowledge of the principle and practices used in the supervision and operation of emergency and non-emergency telephone systems and consolidated police, fire and emergency medical services communication network used by the Agency.

Knowledge of operational characteristics of radio, telephone and other electronic equipment used in public safety communications.

Knowledge of the principles of supervision, training and performance evaluations. Knowledge of office procedures, methods and equipment. Ability to plan, supervise and evaluate the work of assigned staff both in emergency and non-emergency conditions; ability to make prompt, accurate and appropriate decisions; ability to recognize and resolve or reduce conflict; ability to clearly communicate verbally and in writing; ability to motivate and provide consistent clear expectations to subordinate staff and communicate staff requirements and ideas to management.

Knowledge of the function of organizational structure, communications chain of command and management philosophies and practices.

EXPERIENCE-TRAINING/EDUCATION: High School diploma or a GED. Minimum of three and a half years (42 months) experience as a Communications Specialist at North Marion County Communications Center; or as an emergency telecommunicator in a multi-discipline (police, fire and emergency medical) call taking and dispatch environment; or any combination of experience and training that would likely provide required knowledge, skills, and abilities. Commitment to Agency management philosophies and practices. Maximum lapse of time between applicable experience and training and application for this position is six (6) months.

NECESSARY SPECIAL REQUIREMENTS: Visual and hearing acuity, physical mobility and digital dexterity sufficient to meet the essential functions of communications equipment operation. No criminal history. Must be able to work on weekends, holidays and various rotating day, evening and night work schedules. Must achieve and maintain certification with the Law Enforcement Data System; Department of Public Safety Standards and Training certification as a Telecommunicator and Emergency Medical Dispatcher; and other certificates as deemed necessary or required by statute; and must successfully complete the DPSST Supervisor Academy within 18 months of appointment to this position.