



Detailed Job Description

COMMUNICATIONS SUPERVISOR

JOB TITLE COMMUNICATIONS SUPERVISOR		SUPERVISOR RESPONSIBILITY COMMUNICATIONS DEPARTMENT	DIVISION/DEPARTMENT POLICE - COMMUNICATIONS
LOCATION Pittsburg, KS 66762		<u>Exempt</u> <input checked="" type="checkbox"/> Full-time: <u>40</u> Hours	DATE WRITTEN 08/17/2009; updated 06/05/2019
REPORTS TO ADMINISTRATIVE LIEUTENANT	Pay PG 10E- 34,900- 56,695	EXPERIENCE High school diploma or GED equivalency; and Three (3) to five (5) years experience which must include supervision in public safety emergency radio communications and dispatching systems; or Any equivalent combination of experience and training which provides the knowledge and abilities necessary to perform the work.	
OVERTIME EXPECTATIONS As required	OVERTIME PAY/TRAVEL REQUIREMENTS Exempt position.	BENEFITS Per Employee Manual	
JOB OBJECTIVE: The primary function is to supervise the Communications Section in the Police Department, which receives and processes calls for police and dispatches messages and calls by voice and computer to police units. Responsible for the supervision of fast, efficient and accurate receiving, dispatching and processing of calls and messages from and to fire and police vehicles and personnel on an assigned shift and involves scheduling work, monitoring police, fire and paramedic calls for service, observing the manner and priority in which calls are dispatched, and preparing written performance evaluations. Assigned to shifts, which include nights, weekends, and holidays. Handles confidential and information of a sensitive nature.			
ESSENTIAL FUNCTIONS <ul style="list-style-type: none"> Directs, monitors, supervises and evaluates communications employees; Ensures that emergency and non-emergency police, fire and medical calls are effectively processed and that an appropriate response in the form of field units and/or emergency call-outs is completed; Completes and/or reviews daily, monthly, bi-annual and annual performance, training, probationary, and/or promotional performance appraisals of subordinate personnel; Completes and reviews reports, logs and other records completed by subordinates to assure accurate record keeping under little direct supervision; Answers questions of dispatchers and resolves problems in the operation of the unit to assist dispatchers in effectively performing their duties; Resolves customer inquiries and complaints in person, by phone and email concerning the Communications Section to explain unit functions, policies and procedures and provide information; Performs investigations relating to internal and/or external complaints; makes disciplinary recommendations and counsels subordinates as requested; Trains and evaluates new and current dispatchers in all areas of police communications to improve and maintain job performance; Resolves customer inquiries and complaints concerning the Communications Section to explain unit functions, policies and procedures and provide information; Performs all work duties and activities in accordance with City policies and procedures; 			

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Works in a safe manner and reports unsafe activity and conditions. Follows City-wide safety policy and practices and adheres to responsibilities concerning safety prevention, reporting and monitoring.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED

Knowledge of:

- Theories, principles and practices of leadership, supervision and training;
- State-of-the-art communication equipment and computer systems;
- Telephone call-handling techniques;
- Customer service techniques;
- Radio transmission procedures to produce effective communication between two parties;
- Federal (FCC), City, Department, and other applicable rules and regulations;
- Police emergency dispatch procedures;
- Police organization, polices and procedures;
- Computer-aided dispatch operating systems;
- Personal computers and related software.

Ability to:

- Supervise, lead, train and evaluate subordinate personnel;
- Work a dispatch channel and receive/process emergency and non-emergency calls for service;
- Operate radio transmitting equipment in a fast and efficient manner;
- Follow departmental guidelines and procedures relating to response to emergency situations;
- Address customer questions and complaints in an effective manner;
- Exercise good judgment in the handling and prioritizing of calls within the department;
- Effectively communicate and make decisions related to dispatching emergency vehicles under stressful work conditions;
- Listen and retain information communicated in emergency calls;
- Establish and maintain effective working relationships with other employees and the general public;
- Communicate clearly and concisely, orally and in writing;
- Operate standard office equipment, including a personal computer using program applications appropriate to assigned duties;
- Operate specialized dispatch communications equipment and other job-related equipment;
- Prepare accurate and grammatically correct written reports;
- Respond to citizen requests in a courteous and effective manner;
- Perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines;
- Demonstrate integrity, ingenuity and inventiveness in the performance of assigned tasks.

WORK REQUIREMENTS: *The environment characteristics described here are representative of those an employee encounters while performing essential functions.*

The primary duties of the position are performed in a fast paced, high volume call center environment, frequently under stressful conditions.

PHYSICAL DEMANDS: *The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

- Sufficient clarity of speech and hearing, with or without reasonable accommodation, which permits the employee to listen and respond to radio transmissions and voice instructions; to communicate effectively in person, on the telephone, and over a two-way radio; ability to hear sounds within the normal range of conversation (phone conversations, co-workers, supervisors, and radio traffic) and to hear in the presence of noise;
- Sufficient vision, with or without reasonable accommodation, which permits the employee to review a wide variety of written and electronic materials at arms length or less (distinguish letters and numbers) and to see in detail objects or printed material at greater than arms length;
- Sufficient manual dexterity, with or without reasonable accommodation, which permits the employee to operate control mechanisms such as radio knobs and other mechanisms requiring fine adjustments to position, to handle a variety of records

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and files, to type with speed and accuracy, and to operate standard office equipment, including a personal computer; Sufficient personal mobility, with or without reasonable accommodation, which permits the employee to stand or sit for long periods of time, move between work stations, lift up to 25 pounds and operate in an office environment

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