



Detailed Job Description

ASSISTANT COMMUNICATIONS SUPERVISOR

JOB TITLE ASSISTANT COMMUNICATIONS SUPERVISOR	SUPERVISOR RESPONSIBILITY LIMITED SUPERVISION COMMUNICATIONS TECHNICIANS I-III	DIVISION/DEPARTMENT POLICE - COMMUNICATIONS
LOCATION Pittsburg, KS 66762	NON-EXEMPT <input checked="" type="checkbox"/> Full-time: <u>40</u> Hours	DATE WRITTEN 06/18/2018; Revised 6/5/2019
REPORTS TO COMMUNICATIONS SUPERVISOR ADMINISTRATIVE LIEUTENANT	HOURLY PAY RATE PAY GRADE 9 \$15.39 TO \$25.06	EXPERIENCE High school diploma or GED equivalency; at least five (5) years' advanced level experience in an emergency communications division with 911 and computer systems, multi-line telephones, two radio systems and other related communications equipment, or any equivalent combination of experience and training which provides the knowledge, skills and abilities necessary to perform job duties.
OVERTIME EXPECTATIONS As required	OVERTIME PAY/TRAVEL REQUIREMENTS Per FLSA guidelines/ as required	BENEFITS Per Employee Manual
JOB OBJECTIVE: Under the general direction of the Communication Supervisor, this position will serve in a dispatch role, including call taking and all dispatch functions and assist the Communications Supervisor with training, scheduling, coordinating and monitoring day-to-day activities on all shifts. Serves as the department's secondary Terminal Agency Coordinator with administrative functions to insure implementation and compliance with all state and national requirements. The Assistant Supervisor must work shifts and hours necessary to accomplish work and employer goals.		
ESSENTIAL FUNCTIONS <ul style="list-style-type: none"> • Answers all calls for service — emergency and non-emergency—received from the public, law enforcement agencies, City departments and coordinate dispatch activities with outside agencies or sources; • Gives clear direction and assistance to callers during emergency situations through the use of established communications practices, procedures and protocols until the arrival of personnel who can take control of the situation; • Assists the Communications Supervisor with directing the organization, staffing and operational activities of the Police Communications Division; ensuring programs and functions are in compliance with city, state and federal laws; • Plans, prioritizes, assigns, supervises and reviews the work of new and experienced Communications Techs responsible for providing citizen communications and police dispatch services; • Conducts Terminal Agency Coordinator (TAC) functions: preparing reports, maintaining manuals, documentation of regular and annual staff training on KCJIS/NCIC policies and procedures; • Ensures all equipment in the communications center is working properly; Operates, monitors, tests, inspects and troubleshoots problems and failures, and contacts technical support for assistance when required. 		

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required of personnel so classified in this position. This job description is subject to change as the needs and requirements of the job change.



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REPRESENTATIVE DUTIES *The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address agency needs and changing operating practices.*

- Participates in the selection, testing and development of staff to accomplish work through training, coaching and reinforcement of their work performance; meets with staff to identify and resolve problems;
- Prepares work schedules and shift assignments for Communications Techs, approves schedule changes, monitors breaks and necessary time away from work station; coordinates shift coverage and work flow, including finding replacements to maintain adequate staffing and service level goals;
- Stays regularly aware of employee behavior for signs of stress, coping and general emotional well-being, especially during high stress or major incidents;
- Monitors and maintains communication with callers, field units and other responders to provide updated information and identify additional assets that may be required to assist in resolving incidents and direct those resources to incident scenes as necessary;
- Responds in a timely manner to law enforcement information requests, monitors coordination of dispatching services between two or more agencies;
- Provides local and regional weather and road conditions to the public and other emergency personnel;
- Disseminates information concerning general safety and personal security to the general public during crimes in progress, dangerous weather conditions, natural or man-made hazards and similar situations;
- Maintains records and information concerning crime reports, dispatch information, calls for service, business information, contact persons and other official documents related to public safety communications in a timely and efficient manner;
- Interprets departmental policies and procedures, city ordinances, state and federal laws for employees and callers;
- Reviews Police/Fire/EMS and citizen calls for compliance to protocol;
- Investigates internal and external complaints against the Pittsburg Police Communications Center and make recommendations for corrections/improvements;
- Works proactively with staff to resolve performance or personnel issues;
- Assists Communications Supervisor in preparing and conducting investigations into employee misconduct and make recommendations for corrective action to senior leadership staff, based on the disciplinary matrix and discipline policies;
- Prepares annual performance evaluations and assists with preparing employee work goals;
- Communicates with the Pittsburg Police Department Patrol Division Watch Commander, Pittsburg Fire Department, University Police and Crawford County Sheriff Department for consultation on dispatching decisions as required;
- Creates and publishes communication plans for critical and planned events; communicates plan with staff
- Works and collaborates with user departments to create/update policies, procedures and training.

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- Assists Supervisor and/or Police Department leadership team with administrative projects and assignments;
- Manages and supports policies and changes at the Department, City, State and Federal level;
- When necessary, intercedes and takes over calls of Communications Techs to deal with and/or defuse difficult situations or challenging calls to facilitate needed services;
- Participates in community meetings and events to inform, exchange information and educate the public about situational occurrences and/or events;
- Attends mandatory local and state training.

KNOWLEDGE of:

- Techniques, terminology, procedures and protocols used in operations of a public safety communications center;
- Computer aided dispatch (CAD); KCJIS/NCIC procedures and terminal operations;
- Location of highways, main streets, major buildings and geography of the city/Crawford county;
- Federal Communications Commission (FCC) rules and regulations pertaining to radio telephone operations;
- Principles and practices of effective staff supervision and motivation;
- Pittsburg Police Department and City of Pittsburg policies, procedures, laws and requirements;
- Policies and procedures for staff scheduling and filling overtime, proper notification for equipment failures, after hour call outs for radio, computer or phone problems;
- City, state, local and federal laws, mandates and regulations regarding safety and communications center operations;

SKILLS:

- Effective interpersonal communication techniques including active listening, respectful feedback, conflict resolution and general mediation; critical thinking; time and priority management; problem solving.

ABILITY to:

- Remain calm in highly stressful, crisis situations and be able to guide staff through calls;
- Supervise, lead, train and evaluate subordinate staff;
- 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;
- Respond tactfully, clearly and appropriately to staff and customer questions and complaints;
- 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, computers and technology used in job duties;
- Operate specialized dispatch communications equipment and other job-related equipment;
- Prepare accurate and grammatically correct written reports;
- Effectively represent the City to the public, staff, and outside departments and agencies on sensitive issues
- Perform a 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.

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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 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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