

FIRE COMMUNICATIONS SUPERVISORDEFINITION

Under general direction, supervises, trains, directs, and evaluates dispatchers (including those assigned as lead workers) and part-time personnel who work on an assigned shift in the Fire Department Communications Center to ensure effective, 24-hour-a-day fire dispatch service. Helps ensure effective communications Department-wide by troubleshooting system problems and coordinating maintenance, storage, and repairs.

ESSENTIAL FUNCTIONS INCLUDE BUT ARE NOT LIMITED TO

Assigns, trains, evaluates, and supervises routine and emergency activities of the Fire Services Dispatchers. Monitors the activities of the dispatch center to ensure understanding of and compliance with established policies and procedures, evaluates efficacy of those procedures, and determines training needs. Supervises and evaluates the performance of all Communications Center personnel. Meets with dispatchers to review and resolve any problems that occurred during the shift, clarify pertinent policy and procedure, and to ensure consistency of treatment of similar problems. Ensures communication equipment is in proper working order through maintaining, investigating malfunctions, and having necessary repairs performed to all department communications equipment including apparatus radios, handheld radios, pagers, telephones, cell phones, etc. Provides guidance to staff in the proper use of the computer Aided Dispatch (CAD) system. Develops, implements and updates operating policies and procedures. Performs a variety of administrative functions, including preparing the budget for the communications section, anticipating events or activities which impact the communication function and coordinating the planning for these activities, updating apparatus response areas to reflect changes in streets, types of occupancies or hazards. Performs other functions as assigned.

DISTINGUISHING FEATURES OF THE CLASS:

An employee in this classification supervises the operations of the Fire Services Dispatch unit and may also perform administrative tasks and/or special projects. Although supervision is the primary responsibility of the incumbent, he/she may also assist with the work, which requires technical knowledge of communications equipment/procedures and considerable proficiency in performing dispatching operations. This employee reports to the Deputy Fire Chief in charge of Support Services.

RECOMMENDED MINIMUM QUALIFICATIONS

Three years of experience in public safety communications, including two years of supervisory experience or three years of lead supervision experience, or an equivalent combination of training, education, and experience which results in the following knowledge, skills, and abilities:

DESIRABLE KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of: Principles, practices, and procedures of emergency public safety communications; operation and maintenance of computerized communications equipment; principles and practices of supervision.

Skill in: Operation and maintenance of computerized communications equipment.

Ability to: Supervise, train, and evaluate subordinates; work under stress and exercise good judgment in emergency situations; keep records and prepare reports; communicate clearly and concisely orally and in writing; establish and maintain effective working relationships with other employees, officials, and the general public.

CHARACTERISTICS OF SUCCESSFUL PERFORMERS

The successful performer is logical, level-headed, and able to react quickly and appropriately, and perform well during emergency, routine, and administratively stressful situations. This effective motivator encourages the development of subordinates and a team orientation to problem resolution. An effective leader, the successful performer is innovative and dedicated to providing the highest quality service to the community.

Class title established per Council Resolution No. 2005-097,
Effective 11-01-05

ADA approved: 01/06