

POLICE COMMUNICATIONS SUPERVISOR

DEFINITION

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 Communications Division of the Police Department.

ESSENTIAL FUNCTIONS INCLUDE BUT ARE NOT LIMITED TO

Assigns, schedules and supervises public safety communications staff involved in receiving emergency and other calls for service and dispatching appropriate equipment and personnel via a computer-aided dispatch system. Establishes training needs and coordinates or conducts appropriate training. Evaluates performance of subordinate staff and counsels as needed. Investigates complaints related to the delivery of services and takes appropriate action to resolve them. Acts as a liaison between the communications unit and other sections in the department and/or other agencies. Reviews existing procedures and makes recommendations to improve operational efficiency and effectiveness. Briefs staff of pending emergency activity and apprises superiors of unusual or major incidents. Supervises and coordinates the maintenance and repair of communication equipment. Evaluates and makes recommendations about the adequacy of proposed equipment. Determines course of action in emergency situations not covered by departmental procedures and immediately notifies the station commander. Prepares logs of daily activities. Performs other functions as assigned.

DISTINGUISHING FEATURES OF THE CLASS

An employee in this classification supervises the operations of the communications division on an assigned shift 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 Police Communications Manager, who supervises the entire section (all shifts).

RECOMMENDED MINIMUM QUALIFICATIONS

Two years of experience in public safety communications. Education equivalent to graduation from high school or GED may be used in combination with experience to provide the knowledge, skills and abilities listed below.

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.

Ability to: supervise, train and evaluate subordinates; work under stress and exercise good judgment in emergency situations; keep records and prepares reports; communicate clearly and concisely orally and in writing; and establish and maintain effective working relationships with other employees, officials and the general public. Supervisory experience and familiarity with computer-aided dispatch system is highly desirable.

NOTE: Incumbents may be assigned to work any of four shifts. The assigned shift may require that they work weekends and holidays.

CHARACTERISTICS OF SUCCESSFUL PERFORMERS

Successful Police Communications Supervisors are decisive leaders who embody a strong customer-service orientation. They display excellent interpersonal skills, fairness and impartiality when dealing with others. Successful incumbents prefer a team approach to problem solving and communicate effectively both orally and in writing.

Class title established per Council Resolution No. 85-155,
effective 12-2-85

Class Specification Revised: 7/94

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