



COMMUNICATIONS SUPERVISOR

FLSA Status: Non-Exempt

GENERAL DEFINITION AND CONDITIONS OF WORK:

Performs difficult technical work overseeing and participating in the dispatching law enforcement, fire and rescue equipment and personnel to emergency and non-emergency requests for service; does related work as required. Work is performed under general supervision. Supervision is exercised over Communications Officers.

This is sedentary work requiring the exertion of up to 10 pounds of force occasionally and a negligible amount of force frequently or constantly to move objects; work requires reaching, fingering, grasping, and repetitive motions; vocal communication is required for expressing or exchanging ideas by means of the spoken word, and conveying detailed or important instructions to others accurately, loudly, or quickly; hearing is required to perceive information at normal spoken word levels, and to receive detailed information through oral communications and/or to make fine distinctions in sound; visual acuity is required for preparing and analyzing written or computer data, operation of equipment, determining the accuracy and thoroughness of work, and observing general surroundings and activities; the worker is not subject to adverse environmental conditions.

ESSENTIAL FUNCTIONS/TYPICAL TASKS:

Overseeing the day to day operations of the Communications Center; participating in receiving, classifying, processing and dispatching all emergency and non-emergency calls for service utilizing E-911, business telephone system, computer-aided dispatch and other computer related systems; assisting public with informational requests and performing data entry.

(The following tasks are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.)

Supervises and evaluates the work of Communication Officers;

Assists Communications Officers in the operation of radios, telecommunications equipment recording devices, computer terminals and records procedures;

Receives emergency and nonemergency calls, determines location and nature of call and dispatches appropriate personnel and equipment;

Receives and forwards informational requests and other calls for county departments;

Receives and transmits messages by radio and maintains radio log on shift work;

Establishes and evaluates the effectiveness of policies and procedures;

Maintains constant radio contact with police, fire and ambulance units; receives, transmits and files messages; types and maintains records and logs;

Inputs and accesses files and information on a computer; performs driver's license, criminal history and vehicle registration checks; performs searches on the computer for missing persons and wanted criminals;

Monitors, types, sends, receives and distributes information over VCIN/NCIC computers and teletype equipment;

Provides information to the general public and other agencies; pages Police Officers and other personnel by phone and radio; monitors various alarms;

Prepares and maintains performance records; performs annual evaluations;

Prepares reports;

Participates in emergency response operations as required in a declared emergency by County officials; completes required NIMS training as a condition of employment;

Performs related tasks as required.

KNOWLEDGE, SKILLS AND ABILITIES:

Thorough knowledge of the methods of operating the communications system; thorough knowledge of radio and teletype procedures; general knowledge of word processing programs including keyboarding skills; ability to operate standard office, personal computer and related equipment; ability to speak distinctly; ability to operate all communications equipment; ability to solve problems within scope of responsibility; ability to deal courteously with the general public under stressful conditions; ability to supervise the work of Communications Officers; ability to establish and maintain effective working relationships with associates and the general public.

EDUCATION AND EXPERIENCE:

Any combination of education and experience equivalent to graduation from high school supplemented by specialized telecommunications training and considerable experience as a Communications Officer. Related supervisory experience preferred.

SPECIAL REQUIREMENTS:

Possession of VCIN/NCIC certifications.