

LINN COUNTY CLASSIFICATION

TITLE: COMMUNICATIONS SUPERVISOR

NUMBER: 678

PAY RANGE: 15

CATEGORY: MANAGEMENT/EXEMPT (SO)
2006

APPROVAL ORDER

NUMBER: 2006-503

DATE: October 10,

GENERAL STATEMENT OF DUTIES/JOB OBJECTIVES: The Communications Supervisor serves as communications shift supervisor and supervises and advises Communications Dispatchers on an assigned shift in call-taking and dispatching functions. Communications Supervisors are expected to be technically proficient in handling the full range of call-taking and dispatching functions in a centralized public safety communications center. Duties involve the operation of complex communications equipment including micro-processor controlled radio and telephone control consoles and computer terminals to dispatch police, fire, ambulance and other public safety units as requested or necessary, and keeping of accurate records of communications received and transmitted. Duties require the exercise of sound judgement and fast, efficient, and accurate receiving and dispatching of calls and messages from and to police, fire and ambulance equipment and personnel in the field.

SUPERVISION RECEIVED: Work is performed under supervision of the Communications Manager, and on occasion the Support Services Captain. Performance is evaluated through observation, periodic monitoring and the review of activity records.

SUPERVISION EXERCISED: Employees in this classification exercise supervision over Communication Dispatchers. They evaluate, assign and direct duties of subordinate personnel. When appropriate, employees in this classification may recommend action for adjusting grievances, discipline, suspension (with pay) and rewarding subordinates.

ESSENTIAL FUNCTIONS: A person employed in this classification must possess the capability to perform the following duties to be considered for and to remain in this position. The duties are essential functions requiring the critical skills and expertise needed to meet job objectives. Additional specific details of these essential functions may be provided by the specific office or department job announcement, if applicable.

1. Operate radio and telephone control consoles in dispatching public safety resources and routing other emergency and non-emergency calls to the appropriate agencies.
 - a. Receive emergency and non-emergency call information; dispatch call to appropriate units or departments; maintain information on units' activities; access computer terminals to obtain, transmit and record information such as vehicle license numbers, driver's information, warrants and stolen vehicle information; enter record information via computer terminals; maintain status of equipment; and record the activity of dispatched units.
 - b. Relay and receive information from other public safety organizations; notify other service agencies such as road maintenance, public works, signal and light maintenance, animal control, and miscellaneous activities.
 - c. Facilitate coordination of communications center services; provide and receive information on emergencies dispatched to and from co-workers.

2. Maintain accurate record of information and calls received or dispatched for public safety services. Enter information into computer via computer terminal.
3. Report to the Communications Manager the need for radio, telephone or equipment repairs.
4. Study and maintain familiarity with major roads, streets, industrial plants, public buildings and the general geographic locations of cities, towns and landmarks of Linn County.
5. Maintain record of time and nature of unusual or significant events, and other pertinent information facilitating efficient communications dispatching.
6. Will provide training and coaching of employees in the duties of Communications Dispatcher as assigned by the Communications Manager.
7. Responsible for communications shift supervision and Center operation.
8. Regularly conduct training on and evaluation of emergency medical dispatching techniques for personnel in the Dispatch Center.
9. Develop and maintain effective, harmonious and reasonable work relationships with others.
10. Maintain regular and predictable work attendance.

OTHER FUNCTIONS: This classification description covers the most significant essential functions performed by an employee in this position, but it does not include other occasional work which may be similar to, or a logical assignment for the position.

RECRUITING REQUIREMENTS: (Additional specific details may be provided by the specific office or department job announcement, if applicable).

KNOWLEDGE, SKILL AND ABILITIES: Substantial knowledge of techniques, procedures and methods used in the operation of a public safety communications center and the dispatching process, including two-way radio, computer terminal and multi-line telecommunications equipment commonly used in public safety dispatching. Substantial knowledge of the terminology and procedures used by police, fire, ambulance and other emergency services in communications dispatching. Substantial knowledge of the geography and address system of Linn County. Knowledge of the function of other public service agencies and community agencies available in the area of emergency services.

Ability to function effectively in stressful situations. Ability to make prompt and appropriate decisions based on available information. Ability to dispatch public safety equipment in a quick and efficient manner. Ability to relay information exactly as received. Ability to react quickly, efficiently and calmly in an emergency situation and to adopt an effective course of action. Ability to speak clearly and distinctly in a well modulated and pleasant voice. Ability to understand and follow verbal and written instructions. Ability to deal tactfully with the general public, co-workers and others with whom they come in contact in the performance of duties.

EXPERIENCE, EDUCATION AND TRAINING: Graduation from a two-year college with an Associate Degree in Business or Public Administration. This position requires a minimum of three years experience as a Communications Dispatcher with the Linn County Sheriff's 9-1-1 Communications Center or a minimum of five years of recent public safety communications experience in another communications center with training and responsible experience operating radio and telephone control consoles, computer terminals or comparable equipment in dispatching emergency public safety communications, including police, fire and ambulance emergency calls. Recent experience means public safety communications experience with no more than a two year lapse since last being employed as a Communications Dispatcher.

Any satisfactory equivalent combination of experience, education and training which demonstrates the ability to perform the work described may substitute for the above.

NECESSARY SPECIAL QUALIFICATIONS: Be a citizen of the United States. Be 21 years of age or older. Be of good moral fitness, as determined by a thorough background investigation. Be free of any conviction for any felony; any misdemeanor involving violent behavior; or unlawful use, possession, delivery, or manufacture of a controlled substance, narcotic or dangerous drug. Pass a written and oral interview as prescribed by the Sheriff's Office. Be willing to work weekends, holidays, varying shifts and extra hours. Must pass a comprehensive psychological examination. Possession of a valid motor vehicle operator's license and an acceptable driving record at the time of appointment may be a condition of employment. Possess Department of Public Safety Standards and Training Telecommunicator Certification within one year of appointment. Must possess and maintain a Law Enforcement Data System (LEDS) certification. Must possess and maintain a valid First Aid and CPR card.

PHYSICAL DEMANDS AND WORK ENVIRONMENT: Work is generally performed in an office and is essentially sedentary in nature. The work requirements include the ability to see, talk and hear, sit for long periods of time, use hands to finger, handle or operate objects or controls; reach with hands and arms; and lift or move thirty (30) pounds.