

## **CITY OF CORAL SPRINGS**

### **Classification Description**

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**CLASSIFICATION TITLE:** Communications Training Supervisor  
**FUNCTIONAL AREA:** Police Department

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#### **WORK OBJECTIVE:**

Under administrative direction, the purpose of the position is to train and evaluate highly responsible, specialized work in the receiving, prioritizing and dispatching of emergency and non-emergency telephone calls through the police/fire communications system. Employees in this classification perform at entry management level and are responsible for ensuring subordinates aid emergency callers in establishing composure in order to obtain essential information to document and dispatch the appropriate emergency personnel. The employee enforces established laws, rules, and regulations of the work.

#### **ESSENTIAL FUNCTIONS:**

The list of essential functions, as outlined herein, is intended to be representative of the tasks performed within this classification. It is not necessarily descriptive of any one position in the class. The omission of an essential function does not preclude management from assigning duties not listed herein if such functions are a logical assignment to the position.

- Trains and evaluates new personnel in daily emergency response operations and personnel of the Communications Center; trains and evaluates all staff through continuing education programs.
- Oversees telephone calls through the police/fire communications system; ensures appropriate prioritization of emergency and non-emergency situations and needs; ensures appropriate communication support is provided to law enforcement officers and fire personnel to maximize personnel safety; monitors appropriate procedures for routing information to police, fire and rescue units.
- Develops, implements and evaluates effectiveness of Emergency Call Center training procedures, tactics and results.
- Schedules and hosts training seminars offered through the county.
- Oversees and coordinates the Communications Training Officer program
- Reviews and evaluates dispatching procedures of police and fire vehicles/personnel to emergency and non-emergency requests for assistance based on zone assignment and availability.
- Monitors radio communications and contact with officers to ensure administrative support is provided accurately and efficiently; acts as liaison for Computer Aided Dispatch.
- Ensures communication and assistance with each caller is provided equally without regard to age, race, sex or dialect; identifies emergency or potential crisis situations and adjusts dialogue or activities accordingly; attempts to calm frantic or fearful callers.
- Assists in managing all departmental technical equipment and systems.

## **Communications Training Supervisor**

- Responsible for the Communications Unit in the absence of the Communications Administrator.
- Assists in managing the CAD system and file maintenance, trunked radio systems and corresponding equipment.
- Trains and evaluates FCIC Access to all sworn Law Enforcement Officers.
- Performs all duties of the Emergency Call Takers and Telecommunicators as necessary.

### **MINIMUM QUALIFICATIONS:**

#### **Education / Certifications / Experience –**

High school diploma or recognized equivalent; FCIC/NCIC Certification; supplemented by 2 years Coral Springs Police Department Communications Supervisor experience, plus Emergency Medical Dispatch (EMD) Certification and APCO Basic Telecommunicator Certification; or an equivalent combination of education, training, and experience.

#### **Knowledge, Skills, & Abilities –**

Considerable Knowledge of all City, State and Federal laws, rules and regulations applicable to the work.

Considerable Knowledge of police and fire emergency terminology and radio signals, corresponding meaning and proper application.

Ability to understand, follow and supervise written and oral instructions.

Ability to operate emergency multi-line communications systems.

Ability to operate basic office equipment, e.g., computer terminals, printers, copy machines, telephone systems, facsimile machines; ability to operate Telecommunications Device for the Deaf (TDD).

Ability to read, update and maintain various records and files.

Ability to access, operate and maintain various software applications.

Skill in the principles, practices and techniques emergency/non-emergency call taking; Ability to closely follow and enforce the policies, procedures, methods and objectives the Communications Center.

Skill in prioritizing emergency and non-emergency requests for assistance.

Skill in establishing emotional stability in frantic or fearful callers; Skill in efficiently and effectively obtain critical information to aid in the expedient response of emergency vehicles and personnel.

Skill in rendering quick, responsible decisions, under stressful and emotional circumstances.

Skill in clearly communicating information both verbally and in writing.

## **Communications Training Supervisor**

### **PHYSICAL REQUIREMENTS:**

Tasks involve the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or workstation. Must be able to hear and decipher radio, telephone and verbal communications.

### **ENVIRONMENTAL REQUIREMENTS:**

Work is performed in usual office conditions with rare exposure to disagreeable environmental factors, e.g., dust, cleaning chemicals/fumes, mild temperature variations.

The City of Coral Springs is an Equal Opportunity Employer. In compliance with Equal Employment Opportunity guidelines and the Americans with Disabilities Act, the City of Coral Springs provides reasonable accommodation to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.