

CITY OF CORAL SPRINGS
Classification Description

CLASSIFICATION TITLE: Communications Shift Supervisor
FUNCTIONAL AREA: Police Department

WORK OBJECTIVE:

Under administrative direction, the purpose of the position is to supervise 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.

- Supervises, assists, schedules and evaluates daily emergency response operations and personnel of the Communications Center.
- Supervise 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.
- Reviews, evaluates and maintains accuracy of Computer-Assisted Dispatch system, e.g., geography, employee files, business callouts, phone lists, call type, recommended response assignment, CAD commands, units.
- Supervises and develops the 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.
- Trains and evaluates employees. Work with supervisor to evaluate and improve training programs. Teach classes as requested by training supervisor
- Enters critical information into the Florida Crime Information Center/National Crime Information Center (FCIC/NCIC) systems for the dissemination of information on vehicle registration, wanted persons and other required data.
- Reviews and notifies appropriate authorities of missing children information, accident reports involving children; notifies hospitals and emergency medical staff of incoming patient information.
- 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.
- Utilizes the records retrieval system to file paperwork, retrieves information as necessary, and organize emergency records.
- Compile performance reviews for employees. Daily reviews for trainers; bi-monthly reviews for probationary employees that have completed training; semi-annual reviews for regular employees; annual reviews for all employees
- Performs all duties of the Emergency Call Takers and Telecommunicators as necessary.

Communications Shift Supervisor

MINIMUM QUALIFICATIONS:

Education / Certifications / Experience –

High School Diploma or recognized equivalent; FCIC/NCIC Certification; supplemented by three (3) to four (4) years responsible experience in telecommunications emergency/911 response and dispatching plus Emergency Medical Dispatch (EMD) Certification and APCO Basic Telecommunicator Certification; or an equivalent combination of education, training, and experience. Certifications required: APCO; FEMA; CPR.

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, interpretation and proper application.

Supervisory and leadership skills, ability to train and mentor employees, computer skills, dispatching and call taking skills.

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.

Ability to establish and maintain effective working relationships with law enforcement personnel, management and subordinates.

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

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 (40-60 pounds), and require the ability to hear and decipher radio, telephone and verbal communication. Tasks may involve extended periods of time at a keyboard or workstation.

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. Exposure to loud noise and electrical equipment.