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THURSTON 9-1-1 COMMUNICATIONS

Public Safety Telecommunications Supervisor

Classification Specification 1112

Department: Dispatch
Pay Plan/FLSA Status: Pay & Class/Non-Exempt
Reports to: Deputy Director
Supervises: Public Safety Telecommunicator

GENERAL DESCRIPTION

The Public Safety Telecommunications Supervisor manages the activities of a shift within the Communications Center, including the supervision of Public Safety Telecommunicators. This position participates in the planning and evaluation of the Center's operations, and oversees the following activities: receipt and prioritization of emergency and non-emergency telephone calls from the public; processing information with the aid of a computer-aided dispatch (CAD) system; dispatching appropriate public safety agencies including police, fire and emergency medical units; monitoring public safety response units; retrieval and entry of criminal justice computer data for law enforcement personnel within the service area. This position also provides mentoring and career counseling for assigned personnel.

This job description reflects the general concept and intent of the classification and should not be construed as a detailed statement of all the work requirements that may be inherent in a position.

ESSENTIAL JOB FUNCTIONS

Oversees the operations, activities, and personnel of the Communications Center to assure the compliance of established guidelines, procedures and policies.

Performs a variety of front line supervisory activities including, but not limited to: recommending selection of staff, training subordinates, resolving minor work and personnel problems, conducting employee evaluations, scheduling of personnel, reviewing/approving employee timesheets, investigating and resolving complaints/problems, and motivating employees.

Receives incoming calls on 50+ emergency and business telephone lines; operates multi-frequency radio and CAD, PC-based network, accesses teletype, monitors alarm systems, operates playback logging recorders, TDD/TTY, operates security devices and other related communications equipment. Processes and evaluates requests for service from the public community or public agencies. Evaluates information received and utilizes protocols provided through the CAD system to determine appropriate actions(s) to be taken. Uses addresses and other pertinent information to dispatch appropriate police, fire, or emergency medical units.

Monitors and maintains the location and status of police, fire, emergency medical and other authorized non-member agency units in the field.

Oversees the activities of a group of subordinate employees on an assigned shift and assists employees with extraordinary or difficult work problems.

Initiates and implements special projects and programs such as RFP's and SOP's.

Troubleshoots problems of complex communications and computer equipment and implement repair, or contacts proper vendor for time-sensitive and immediate attention.

Completes a variety of reports and correspondence relating to shift and personnel activities including preparation of documentation for court purposes (including CAD reports, ANI/ALI reports), and maintains the chain of custody.

Schedules and assigns personnel to assure a consistent level of qualifications at all positions for a complex 24 hour operation to ensure that the Communication Center's service and production expectations are achieved.

Attends and participates in a variety of agency-related meetings, exhibits and functions.

Attends meetings as a liaison with external member agencies and the public.

Researches and prepares tape recordings as requested. Corresponds directly with requestor and tracks all requests. Handles complaints as necessary.

Interacts with local and national media on in-progress and recent incidents.

Participates with the Administration in the development, implementation, and review of procedures, policies and training programs.

Performs other related duties as assigned.

DISTINGUISHING FEATURES

Positions assigned to the Public Safety Telecommunications Supervisor classification are distinguished from Public Safety Telecommunicator classification by the responsibilities of supervising the Public Safety Telecommunicators; participating in the development and evaluation of department policies, and procedures; and the advanced knowledge of emergency dispatch services.

WORKING CONDITIONS

Approximately 90% of duties are performed in a secured 9-1-1 center with artificial lighting. There is limited opportunity for physical movement. Incumbents work rotating shifts in a 24 hour-a-day, seven-day-a-week operation including holidays and are required to work overtime hours as needed.

Mental stress regularly occurs from the nature and urgency of the emergency services provided.

Telephone/radio headsets must be worn for long periods. In emergency situations, may be required to drive to a back-up center, police, or fire department in the County.

QUALIFICATIONS

High school diploma or G.E.D. and two (2) years of college level courses in public administration, criminal justice, computer science or a closely related field.

Five (5) years of consecutive full-time public safety communications (911 call center) experience at TCOMM, or;

Five (5) years of experience in an equivalent sized 911 communications center, with the last three (3) years as a supervisor; or

Any equivalent combination of education and experience that provides the candidate with the necessary knowledge, skills and ability to successfully perform the essential job functions of the position. Thurston 9-1-1 Communications experience will be given primary consideration.

Must be willing to work varying shift schedules, overtime hours, and on-call as needed.

A telephone or cell phone is required.

Must be able to type 40 wpm.

Must possess a valid WA Driver's License or have requested and obtained an appropriate accommodation.

Must possess Washington State Telecommunicator I and II certifications, a valid Cardiopulmonary Resuscitation (CPR) certificate, Washington State Patrol ACCESS Level I and II certification, and the Criteria Based Emergency Medical Dispatch Program certification.

OUTSIDE APPLICANTS: Offers of employment in this classification will be made conditional upon the results of a standard hearing test, a psychological evaluation, and thorough background investigation.

DESIRED SKILLS

The ability to lead, interact and influence a diverse workforce; set goals and manage resources; assess needs, develop measurements and follow-through; write and communicate clearly and concisely; adapt to changing environment and seek solutions; train and instruct efficiently and effectively; analyze situations and adopt effective courses of action or instruction; and speak publicly.

Must possess knowledge in management and leadership skills required to manage a program, people, facilities, equipment and budget; measure, analyze and track program successes and prepare comprehensive reports; understand intermediate office software capabilities, methods and procedures; know methods and techniques to conduct investigations and correct and/or recommend a course of action; and develop, revise and implement policies and procedures.

One (1) year as a Public Safety Communications Training Officer (CTO) certified by APCO or the Washington State Criminal Justice Training Commission, and currently serving in that capacity at TCOMM.

Establish and maintain effective working relationships with County public safety providers, public and private officials, the public and other agency personnel, including hospital staff and administrators.

Interpret and understand applicable state and federal laws and regulations.

Approved 08/16/2011