



CLASS SPECIFICATION

Class Code: 60002207
Date Established: 12/1987
Last Reviewed: 03/2024
Last Revised: 03/2024
Last Title Change: 09/2002
FLSA: non-exempt
Probation: 12 months

SUPERVISING COMMUNICATIONS SPECIALIST

DEFINITION

Under direction, supervises staff and dispatch services for emergency and non-emergency law enforcement, fire and medical agencies; acts as the primary overseer of the 911 Public Safety Answering Point (PSAP) center, ensuring streamlined, efficient, and accurate communication during emergencies; and performs related duties as required.

EXPERIENCE AND TRAINING REQUIREMENTS

Four years of full-time emergency dispatch experience including one year in all areas of Police/Fire/EMS Communications.

LICENSE OR CERTIFICATE

A valid driver's license is required at the time of appointment.

Certification on the National Crime Information Center (NCIC) and Criminal Justice Information Systems (CJIS) is required within three months of appointment and must be maintained thereafter for continued employment.

Certifications in Emergency Medical Dispatch (MPDS), Emergency Fire Dispatch (FPDS), and Emergency Police Dispatch (PPDS) through the International Academy of Emergency Dispatching (IAED) are required within three months of appointment; all IAED quality assurance protocols for each emergency discipline and CPR certification at Healthcare provider level are required within three months of appointment; the completion of continuing education units plus recertification every two years is required for continued employment.

SUPERVISION EXERCISED

Exercises direct supervision.

EXAMPLES OF DUTIES

Supervise assigned staff which includes conducting employment interviews and staff selection, determining work performance standards, assigning, scheduling, and reviewing work; providing training in proper work methods and procedures; providing professional development, coaching, and mentoring; writing performance evaluations; and implementing discipline and conflict resolution procedures when necessary.

Monitor incoming and outgoing communications to ensure accuracy, adherence to protocols and standards, professionalism, and responsiveness.

Manage staff shift schedules to ensure appropriate and mandatory 24/7 coverage without lapses for providing emergency dispatch services; monitor known or pre-approved staff leave requests and forecast unforeseen circumstances that may impact staffing.

Respond to and resolve inquiries and complaints from the public, coworkers, staff, or other agencies regarding conflicts with personnel or questionable matters; maintain effective and efficient public relations when dealing with citizens and other agencies.

Assist in the development, monitoring and administration of the assigned budget; prepare and submit requisitions for supplies and materials, process purchase orders, invoices, etc.; monitor the financial aspects of the Communications Center operations.

Appear before, and interact with, various boards and commissions, government agencies, legislative committees, advisory committees, and others on behalf of the Communications Center; attend department meetings, training, workshops, and information sessions as needed or assigned; stay abreast of new trends and innovations in the field of communications technology and emergency dispatch services.

Develop and make presentations; draft policies, procedures and operations manuals pertaining to all functions within the Communications Center; prepare agendas and take minutes for meetings; prepare staff reports; and complete special projects as assigned.

Coordinate with Technology Services, Radio Technicians, and Phone Technicians ensuring maintenance and operability of communications equipment; address technological glitches, ensuring minimal downtime.

Coordinate with other agencies as required for mutual aid or collaborative response.

Schedule and conduct center tours, vendor visits and sit-alongs as requested to align with departmental happenings and coordinated availability.

May perform any/all additional duties and functions outlined within the Communications Call Taker and Communications Specialist specifications.

Investigate, locate, and securely disseminate any recordings and/or call logs formally requested from the District Attorney's Office, Sworn Personnel, or the Records Department.

Ensure that assigned staff perform duties and responsibilities in a safe and prudent manner that does not expose them or others to unnecessary harm or risk of on-the-job injury.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Full Performance *(These may be acquired on the job and are needed to perform the work assigned.)*

Knowledge of:

County, departmental, and divisional practices, policies, and procedures.

Terms and acronyms commonly used in assigned position.

Federal, state, and local laws, statutes, codes, rules, regulations, and standards.

Quality assurance procedures.

Technical aspects of the communications equipment.

Public records management.

Streets, businesses, hiking and ski areas, boundaries, districts, geography, and zones that represent geographical areas of responsibility.

Purchasing practices and procedures.

Ability to:

Understand the organization and operation of the County and outside agencies as necessary to assume assigned responsibilities.

Interpret and apply pertinent laws, codes, and regulations including administrative and departmental policies and procedures.

Respond to requests and inquiries from the public and County personnel related to the policies and procedures of assigned function.

Lead and motivate a team during high pressure situations.

Develop and implement an effective training program.

Lead, mentor, coach, and train new supervisors.

Supervise, organize, and review the work of communications personnel.

Assist in budget monitoring.

Entry Level (*Applicants will be screened for possession of these through written, oral, performance or other evaluation methods.*)

Knowledge of:

Principles of managing, organizing, and coordinating multiple functions of a PSAP.

Operations, services, and activities of a comprehensive emergency services dispatching program.

Operating characteristics of a variety of communications equipment and tools used in the area of emergency dispatch.

All IAED Protocols.

Fire Incident Command Systems

Operating characteristics of the NCIC and CJIS systems and other software.

Principles of supervision, training, and performance evaluation.

General law enforcement codes, practices, and methods.

Modern office practices, methods, and computer equipment.

Techniques and methods of record keeping and reporting, including numerical, alphabetical, and subject matter filing systems.

Principles and techniques used to effectively and diplomatically interact with the public.

Resources and agencies available for referral.

Skill to:

Operate emergency dispatch equipment including, radio scanner, multi-channel radio system, 911 system, Computer Aided Dispatch (CAD), and Web-Based Recording system.

Ability to:

Read and interpret street and geographical maps.

Plan and organize work to meet schedules and timelines.

Maintain confidentiality of data and information.

Receive, prioritize, and transmit a large volume of radio, telephone and teletype transmissions properly, rapidly, efficiently and effectively.

Analyze situations carefully, make quick and sound decisions, and adopt effective courses of action in both routine and non-routine situations.

Evaluate work priorities, procedures, and processes to determine their effectiveness and efficiency and implement changes as necessary to improve operations.

Interact effectively and sensitively with individuals from diverse backgrounds; effectively communicate with and elicit information from upset and irate citizens.

Communicate effectively, both orally and in writing.

Establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work.

SPECIAL REQUIREMENTS *(Essential duties require the following physical skills and work environment.)*

Work is performed in an emergency dispatch center setting; exposure to unusual fatigue factors, and emergency or stressful situations; exposure to noisy distractions from simultaneous events while working on multiple computer systems and monitors, utilizing both a headset and telephone and/or telephony system for verbal communications; exposure to varying lighting conditions. Must be willing to work shift work, irregular hours, rotating shifts, holidays, weekends, and during natural disasters and pandemics. Must complete and submit a personal history statement and pass an extensive background investigation. Must be willing to submit a set of fingerprints. Must pass a drug test. Must pass a Computerized Voice Stress Analysis (CVSA) examination. Must pass an audio/hearing test. Requires visual acuity to recognize and read letters, numbers, and maps as well as auditory ability sufficient to hear inside the dispatch center, over the radio, and on the phone. Ability to work in a professional office environment, in a restricted area with little opportunity to move around, and to sit for long periods of time. Ability to remain calm in emergency situations.

Continuous professional development in the field of Emergency Communications and Supervisory Management is required for this classification.

This class specification is used for classification, recruitment and examination purposes. It is not to be considered a substitute for work performance standards.