



Public Safety Communications Supervisor

Summary

Supervise, plan, organize, and oversee the operations and activities of the Public Safety Communications Center; supervise Public Safety Dispatchers and perform a variety of technical and specialized work related to public safety communications operations.

Class Characteristics

General direction is provided by a higher-level manager; responsibilities include the direct supervision of dispatch staff.

This position is the first line supervisor responsible for supervising and overseeing the Communications Center and is responsible for supervising Public Safety Dispatchers. The position is distinguished from the Police Lieutenant in that the latter has overall responsibility for the management coordination and direction of the communication center function.

Essential Duties, Skills, and Demands of the Position

The duties, skills, and demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with a disability to perform the essential duties, skills, and demands.

Duties:

Recommend and assist in the implementation of goals and objectives and establish schedules and methods for activities and operations related to the daily operations and activities of the Communications Center; implement policies and procedures.

Plan, prioritize, assign, supervise, and review the work of staff involved in public safety dispatch functions; advise the Police Lieutenant of personnel issues.

Evaluate operations and activities of assigned responsibilities and recommend improvements and modifications; prepare various reports on operations and activities.

Supervise, train, coach, counsel, and evaluate assigned personnel; initiate disciplinary action; identify and resolve complaints; conduct performance evaluations.

Participate in the development and implementation of effective training programs; provide or oversee the training of new dispatch personnel.

Develop and coordinate work schedules to ensure adequate coverage.

Ensure compliance with applicable laws, rules, policies, and procedures.

Oversee and manage the Communications Center's use of secure and controlled databases, such as the California Law Enforcement Telecommunications System (CLETS), Criminal Intelligence System, and the Department of Motor Vehicles.

Oversee and manage the installation, upgrade, and maintenance of equipment, software, databases, and computer systems within the Communications Center; assist information technology staff with computer issues as necessary.

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Serve as the Public Safety Answering Point (PSAP) Coordinator.

Maintain a variety of files logs and reports on Communications Center operations; oversee the duplication and or retrieval of information.

Develop, implement, and track communication center goals, objectives, policies, and procedures.

Review and investigate internal and external complaints and seek resolution or refer to Police Lieutenant as necessary.

Attend and participate in meetings, trainings, and information sessions.

Perform the duties of a Public Safety Dispatcher.

Build and maintain positive working relationships with co-workers, other City employees, and the public using principles of good customer service.

Perform related duties as assigned.

Skills/Abilities:

Supervise, plan, organize, and oversee the operations and activities of the communications center.

Supervise, train, evaluate, mentor, and motivate personnel.

Exercise sound and balanced judgment in day-to-day decision making.

Develop and recommend policies and procedures related to assigned operations.

Maintain accurate records and prepare comprehensive reports.

Effectively represent the City in contacts with the public, businesses, community organizations, regional organizations, and other government entities.

Manage competing demands and multi-task, oftentimes in stressful situations.

Identify potential risk and develop sound solutions.

Operate office equipment including computers and supporting word processing, spreadsheet, and database applications.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of the work.

Physical Demands and Work Environment:

While performing the duties of this job, the employee is regularly required to sit; use the computer keyboard and mouse, use hands to finger, handle, or feel; reach with hands and arms; talk or hear; and taste or smell; stand, walk, and stoop, or crouch. Occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus. The employee will work in an office environment where the noise level is usually moderate.

Qualifications

Knowledge of:

Police communication center operations, functions, methods, procedures, and techniques, including the use of emergency dispatching techniques and criminal information databases,

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standard broadcast procedures and regulations, computer-aided dispatch, and emergency 911 systems.

Current law enforcement and police patrol practices and procedures and related terminology.

Principles and practices of supervision and training.

Applicable laws, rules, and regulations.

Principles and practices of safety management.

Principles and practices of effective customer service.

Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.

Education and Experience

Any combination equivalent to the education and experience likely to provide the required knowledge and abilities would be qualifying. A typical way to gain such knowledge and abilities would be:

Education:

Equivalent to graduation from high school. Additional specialized training and or college level coursework in a related field is highly desirable.

Experience:

Three years of responsible journey level experience in public safety communications dispatching. One year experience as a Training Officer is required.

Certifications/Licenses:

Possession of a POST Public Safety Dispatcher Basic certificate.

Possession of a valid California Class C driver license.

Re-established: 08/05/13 - Resolution # 2013-124 N.C.S.; 2021 – 201 N.C.S.

Abolished: 06/05/06 - Resolution # 2006-096 N.C.S.

Established: On or before 03/90

Revised: 12/20/2021

Department: Police

FLSA Status: Non-exempt