

## **COMMUNICATIONS SUPERVISOR**

### **DEFINITION**

Under general supervision to plan, coordinate, and supervise the public safety and dispatch communications activities for the police department; to be responsible for communication system maintenance and management; and to perform related work as required.

### **MANAGEMENT RESPONSIBILITY**

This is a supervisory position with responsibility for assigning, coordinating and supervising the work of staff assigned to dispatching and communications functions in the City's Police Department. Responsibilities also include communications system maintenance and management.

### **EXAMPLES OF DUTIES**

Provides supervision and work coordination for staff assigned to the public safety and dispatch communications activities for the Police Department; assists in the development and implementation of policies and procedures; establishes schedules and methods for communications operations; reviews, implements, and interprets operating procedures and submits recommendations for change; participates in the selection of staff; monitors employee performance objectives; prepares employee performance reviews; provides or coordinates staff training; implements disciplinary procedures; trains and supervises the work of assigned personnel; prepares and justifies budget requests; serves as staff liaison, coordinator, and director for assigned projects; prepares and presents a variety of oral and written reports; maintains a variety of records and files; acts as liaison for equipment repair and maintenance; promotes and enforces the safe use of all facilities; may represent the City and/or Department in judicial proceedings; represents assigned functions with City staff and other governmental agencies as delegated.

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### **SPECIAL REQUIREMENTS**

Possession of an appropriate California driver's license.

Possession of a National Crime Information Center certificate insuring knowledge of laws and rules concerning nationwide teletype system , or ability to obtain within six months of initial appointment.

### **EMPLOYMENT STANDARDS**

Knowledge of:

- Operation of radio and telephone communication equipment utilized for emergency response purposes.
- Principles of supervision and training.
- Functions, procedures, and policies of public safety operations.
- Modern office methods, equipment, and procedures including automated equipment and software related to dispatch and office support functions.
- Laws and regulations governing the release of information from law enforcement agency records.
- Pertinent laws, regulations, policies, and procedures associated with municipal public safety operations.
- Basic accounting, budget, and recordkeeping practices.
- Research methods and procedures.

and

Ability to:

- Plan, coordinate, and supervise the public safety communication and dispatch activities and programs.
- Provide supervision, training, and work evaluation for staff.
- Take complaints, gathering essential information for expeditious and accurate disposition of complaint.
- Handle crisis and potentially sensitive situations in an expeditious and accurate manner while exercising restraint and judgement.
- Prepare a variety of activity and statistical reports and presentations.
- Research, collect, and analyze information related to police communications.
- Interpret, explain, apply, and enforce a variety of laws, rules, and regulations.

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### EMPLOYMENT STANDARDS - (cont.)

- Effectively represent the law enforcement functions of the Department with concerned individuals, community organizations, and other governmental agencies.
- Establish and maintain cooperative working relationships.
- Communicate effectively orally and in writing.

and

Training and Experience: Any combination of training and experience which would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education: Graduation from high school or G.E.D. is desirable. College course work from an accredited college or university in law enforcement, public administration, or closely related field highly desirable.

Work Background: Three years of progressively responsible communications experience in a public safety environment including some lead or supervisory experience.

August 1992

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