

*To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.*

### Communications Supervisor

**Department:** Police  
**Pay Grade:** CO5  
**FLSA Status:** Non-Exempt  
**Job Code:** P412

#### JOB SUMMARY

The purpose of this classification is to supervise an assigned shift of Communications Officers and Communications Training Officers at the 911 Communications Center.

#### ESSENTIAL JOB FUNCTIONS

- Oversees the receipt of emergency and non-emergency calls from the public, the efficient relay of information to public safety units and the dispatch of personnel and emergency equipment.
- Supervises, directs, and evaluates assigned staff, processing employee concerns and problems, directing and scheduling work, counseling, disciplining, and completing employee performance appraisals. Assists in answering questions posed by duty staff relative to equipment, policies and procedures.
- Involves an unusual working environment that includes high stress, dealing with life and death situations and the need to remain calm in emergency situations. Required to work shifts that cover both day and night hours.
- Coordinates with appropriate Police, Fire and EMS personnel to ensure cooperation and continuity of effort among agencies.
- Supervises experienced Communication Officers and Communications Training Officers as well as contributes to and participates in the team effort of training, development and evaluation of new personnel, cross-training of veteran personnel and the continuing training of all personnel.
- Maintains understanding of and familiarity with Center policies and procedures, City policies and procedures, Federal and State laws pertaining to the Freedom of Information Act, Privacy Act and the release of criminal history records/information. Ensures

compliance with Center policies and procedures and City policies and procedures by all staff under his/her supervision.

- Authorizes the transmission of teletype messages to various departments or outside agencies as required. Determines the appropriate distribution of incoming teletype messages.
- Processes complaints made against the Center or its staff through use of audio tapes, message logs and interviews of affected personnel to make timely replies or explanations and, if necessary, provides documentation of efforts to resolve complaints to the Communications Manager for further review.
- Prepares the Daily Activity Report for distribution delineating reportable incidents that have occurred during their shift. Makes notifications to appropriate personnel of significant or specific types of situations as required by center policies and procedures.
- Monitors all event activity occurring during his/her shift.
- Ensures no call for service is held an unreasonable length of time in violation of Center policies and procedures. Ensures call backs to citizens regarding delayed dispatch are made in a timely fashion.
- Maintains a thorough knowledge of the proper use and operation of all Center operations equipment as well as the proper set up and operation of all back-up systems used by the Center. Documents equipment problems and malfunctions, making the appropriate callouts or notifications to facilitate repair as needed. Monitors and ensures all communications equipment is functioning at all times; diagnoses problems to refer to proper repair technician. Provides the Communications Manager with reports of equipment malfunction, frequency problems, significant activity, etc and any action taken to correct the problem.
- May be required to monitor the activities of vendor maintenance personnel and technical support personnel as well as the obligations of other contractual services provided by the Communications Center.
- Conducts roll call for personnel assigned to the shift during which all pertinent information/materials are communicated to staff. Makes appropriate position assignments for assigned staff and ensures adequate staffing to sufficiently handle the daily workload. Disseminates new and/or procedural information to employees.
- Approves leave for assigned personnel; authorizes the use of overtime to supplement minimum staffing requirements; maintains time and attendance records, preparing reports and related paperwork as necessary to ensure appropriate compensation is received by personnel.
- Maintains and updates required telephone lists in the Center.
- Maintains understanding and familiarity with the function of all positions under his/her supervision.
- Maintains a file or files of all information pertaining to Public Safety Communications which serves as a source of continuing information for employees.
- Coordinates daily work activities; organizes, prioritizes, and assigns work; monitors work activities and inspects completed work; confers with assigned staff, assists with complex/problem situations, and provides technical expertise.
- Operates a computer, printer, radio console, facsimile machine, copier, calculator, multi-line phone, radio communications equipment, computer aided dispatch system, TTY/TDD system, headsets, weather computer, paper shredder, or other equipment as necessary to

complete essential functions, to include the use of word processing, spreadsheet, database, or other system software.

- May be assigned to Training with the following duties as an alternative to directly supervising a shift:
- Responsible for the development and implementation of various types of training programs. Ensures appropriate documentation is completed and submitted by trainers.
- Manages and coordinates public safety emergency communication records, training, and continuing dispatch education (CDE) program development; provides orientation and training to personnel; organizes and collects personnel-related quality assurance, continuing dispatch education, and training records; works with Police Officer Standards and Training (P.O.S.T.) Council and assigned training officers of police/fire departments in relation to P.O.S.T. and State of Georgia Fire/EMS/EMD standards.
- Coordinates with State of Georgia, P.O.S.T., and other designated oversight medical review entities regarding recertification processes, including Basic 911, EMD, and overdue or anticipated certifications; coordinates and facilitates emergency medical dispatch (EMD) certification training; coordinates administration of written and practical examinations with State of Georgia and other designated oversight medical review entities.
- Coordinates and facilitates all national, state, and local certification training relating to emergency communications.
- Coordinates career development of the 911 Center personnel ensuring compliance with P.O.S.T. and local mandated training requirements.
- Plans, organizes, implements and evaluates a comprehensive training program to develop and enhance communications officer performance. Develops and implements the training program for new communications officers to include minimum performance standards, goal-setting benchmarks, Daily Observation Reports (DOR's), Standard Evaluation Guidelines (SEG's), and training manuals to enhance the training program.
- Develops and facilitates new communications officer orientation, coordinates training schedules and training officer assignments. Collaborates with CTO's to ensure timely completion and acquisition of required training and certifications.
- Assists in selecting, training, motivating and evaluating Communications Training Officers (CTO).
- Serves as administrative resource for CTO's and the Communications Manager in development, research and collection of new or updated training topics, methods and resources.
- Develops and implements an in-service and advanced training program for communications officers and career development. Also develops and implements any training needs identified by the Quality Improvement Unit.
- Develops and maintains a comprehensive training database.
- Develops and distributes monthly and annual training reports. Maintains training and evaluation records to support various accreditation programs.
- Coordinates the Emergency Dispatch programs for EMD, Fire and Police ensuring efficient and effective use of the Protocols and maintains compliance with the NAED standards.
- Develops and implements the Quality Assurance and Improvement program based on standards set by the National Academies of Emergency Dispatch and the City of Roswell. Serves as the primary Emergency Dispatch Quality Officer (ED-Q or just Q).

- Leads the Quality Improvement Unit (QIU) which will review at least 3% of all calls for service for protocol compliance. Creates and distributes compliance reports to management and various committees.
- Provides timely case review for EMD and police and fire data evaluation and feedback to communications officers, management, medical review personnel and command staff.
- Develops and leads the Dispatch Review Committee (DRC) – middle management working group that is responsible for the formal process of reviewing compliance reports generated by the QIU. This includes individuals, shifts and the entire center. These reports will be used for formal recommendations on continuing dispatch education and policy/procedure changes to the Dispatch Steering Committee.
- Performs other related duties as required.

### **MINIMUM QUALIFICATIONS**

#### **Education and Experience:**

Requires a High School diploma or GED; three (3) years of experience as a dispatcher in a computer aided public safety dispatch/communications center; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

#### **Licenses or Certifications:**

- Successful completion of a course and certification for Communications Training Officer.
- Must possess and maintain certification as a GCIC/NCIC Terminal Agency Coordinator with the State of Georgia.

#### **Special Requirements:**

- None

#### **Knowledge, Skills and Abilities:**

- Knowledge of communications equipment and local, state and federal regulations regarding 911 Center operations.
- Ability to learn, comprehend, and apply all city or departmental policies, practices, and procedures necessary to function effectively in the position.
- Ability to coordinate, manage, and/or correlate data. Includes exercising judgment in determining time, place and/or sequence of operations, referencing data analyses to determine necessity for revision of organizational components, and in the formulation of operational strategy. Requires the ability to quickly and accurately enter orally transmitted data utilizing a typewriter style computer keyboard.
- Ability to function in a supervisor capacity. Includes the ability to make decisions on procedural and technical levels and to use tact, good judgement and courtesy when dealing with subordinate employees, the public, and other agencies.
- Ability to operate, maneuver and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.
- Ability to utilize a wide variety of reference, descriptive, advisory and/or design data and information.

- Ability to perform addition, subtraction, multiplication, and division; the ability to calculate decimals and percentages; the ability to utilize principles of fractions; and the ability to interpret graphs.
- Ability to apply principles of influence systems, such as motivation, incentive, and leadership, and to exercise independent judgment to apply facts and principles for developing approaches and techniques to resolve problems.
- Ability to exercise judgment, decisiveness and creativity in situations involving the evaluation of information against sensory, judgmental, or subjective criteria, as opposed to that which is clearly measurable or verifiable. Must be able to react quickly, calmly, and effectively in emergency situations.

#### **PHYSICAL DEMANDS**

The work is sedentary to light which requires the ability to exert light physical effort, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or work station. Tasks also require the ability to perceive and discriminate visual cues or signals. Some tasks require the ability to communicate orally.

#### **WORK ENVIRONMENT**

Work is regularly performed without exposure to adverse environmental conditions.

**The City has the right to revise this job description at any time. This description does not represent in any way a contract of employment.**

*The City of Roswell, Georgia commits to a policy of equal employment opportunity for applicants and employees, complying with local, state and federal laws. The City's policy is to employ qualified persons without discrimination regarding race, creed, color, religion, age, sex, country of national origin, marital status, disability, sexual orientation, gender identity, genetic information, political affiliation, ethnicity, or status in any other group protected by federal/state/local law.*