

COMMUNICATIONS SUPERVISOR**Definition**

Under general supervision of the Police Commander, directs, manages, supervises and coordinates Dispatch/Records activities; assists in the selection of staff and trains staff in work procedures; provides a variety of office support work to public safety staff and the public; prepares, processes and distributes a variety of reports, records and other documents following standardized instructions; and performs related work as required.

Class Characteristics

This is a supervisory class in the non-sworn emergency dispatch and police records class series; responsible for scheduling, training and reviewing/evaluating the work of Dispatchers/Record Assistants in addition to performing the full range of his/her assigned work. Responsibilities of the unit are centered on extensive contact with the public, in person and over the telephone, in both emergency and non-emergency situations to receive, transmit and provide factual information, forms and reports. Responsible for directing and supervising subordinate staff, including assigning and delegating work projects, scheduling employees to ensure proper staffing levels are maintained. Coaching, mentoring, and/or implementing corrective action for performance and conduct issues. The work involves coordinating interdepartmental coordination within the Town as well as with other agencies throughout the County. Provides for coverage for breaks and shifts as needed.

Examples of Duties (Illustrative Only)

- Coordinates, plans, schedules and reviews the work of Dispatchers/Records Assistants; trains staff in work procedures, assists in the selection and completion of annual evaluations.
- Acts as the Agency's CLETS Coordinator.
- Works with IT as the liaison for equipment issues.
- Acts as the Custodian of Records for report releases, subpoenas, etc.
- Works with sworn staff to improve and implements dispatch and records retention procedures to meet legal requirements and departmental needs which serves as a Custodian of Records.
- Receives and evaluates 911 police, alarm and medical emergency calls and related business calls for the Town during specified hours; dispatches appropriate public safety staff; provides information and/or transfers calls to the appropriate department, agency or response organization.
- Logs call data in a written or automated format; monitors calls after initial dispatch to provide addition coordination, support or information.
- Accesses federal, state and local law enforcement information data bases to obtain information regarding outstanding warrants, criminal history, records information and vehicle data, relays such information to sworn staff.
- Following specific legal guidelines, prepares and distributes copies of police and other reports to individuals and agencies requesting such reports; explains requirements and limitations and collects, receipts and balances fees for services.

- Assists in the preparation and processing of a variety of warrants, reports and records, using a word processor and/or typewriter and following established formats.
- Distributes reports and records to the proper individual or agency, such as the District Attorney, Town Attorney, Probation Department, Sheriff's Office or court, following established procedures.
- Maintains accurate departmental records and files; researches and compiles information from such files.
- Compiles the false alarm stats for billing

Qualifications

Knowledge of:

- Basic supervisory principles and practices.
- Techniques for training staff in work procedures.
- Terminology and procedures used in public safety dispatching.
- Operation of communications equipment, including multiple telephone lines and radio systems.
- Law enforcement document processing policies and procedures.
- Standard office practices and procedures, including filing and the operation of standard office equipment.
- Applicable regulations, policies and statutes.
- Correct English usage, including spelling, grammar and punctuation.
- Computer applications related to the work.
- Record keeping and filing principles and practices.
- Techniques for dealing with and solving the problems presented by a variety of individuals from various socio-economic, cultural and ethnic backgrounds, in person and over the telephone.
- Technical understanding and troubleshooting of our systems/databases

Skill in:

- Planning, assigning and reviewing the work of staff.
- Overseeing and participating in the management of the public safety telecommunications program.
- Training staff in work procedures.
- Assessing and prioritizing emergency situations while remaining calm and using sound, independent judgment.
- Memorizing codes, names, street locations and other information.
- Attending to multiple activities simultaneously.
- Obtaining necessary information from individuals in stressful or emergency situations.
- Compiling and summarizing information to prepare clear and concise mandated reports, validations, audits and related matters.
- Applying and explaining policies, procedures and regulations.
- Maintaining accurate records and files.
- Understanding and following oral and written directions.
- Establishing and maintaining effective working relationships with those contacted in the course of the work.

Education and Experience:

Equivalent to the completion of two years of college or possession of an Associate of Arts degree in criminal justice, law enforcement or a related field; three years of experience as a Police Dispatcher . Additional experience as a Police Dispatcher may be substituted on a year by year basis.

Physical Demands:

Must possess mobility to work in a standard office setting and use standard office equipment; stamina to maintain attention to detail and work on a computer for an extended period of time; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone.

Working Conditions:

Must pass a detailed background investigation, polygraph and psychological assessments. Must be able to work holidays, weekends and off-hours shifts. Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees also work in the field and be exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, road hazards, vibration, mechanical and/or electrical hazards, and hazardous physical substances and fumes. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.