

Shift Supervisor

DEFINITION: Under the general supervision of the Operations Manager, responsible for the supervision duties associated with operations of the Emergency Communications Center communications/dispatching for receiving/processing requests for emergency assistance and dispatching appropriate police, fire, rescue, and other emergency personnel on an assigned shift; perform specialized related work as required. Work includes extensive public contact; performs associated duties as required.

ESSENTIAL FUNCTIONS: (Essential functions, as defined under the Americans with Disabilities Act, may include the following tasks, knowledge, skills and other characteristics. This list of tasks is ILLUSTRATIVE ONLY, and is **not** a comprehensive listing of all functions and tasks performed by incumbents of this class.)

TASKS:

Supervises, directs, and evaluates assigned staff on Call Center shift, processing employee concerns and problems, directing work, counseling, disciplining, and completing employee performance appraisals.

Plans and directs shift activities of the Call Center shift, prepares daily work rosters, adjusts schedule staffing and/or requests overtime to ensure adequate manpower at all times; calls in additional personnel as necessary to maintain adequate manpower during shift; approves leave requests; documents employee absentee occurrences and work related injuries; implements disciplinary action as required.

Updates personnel on changes or additions in procedures affecting their position directly or indirectly; distributes information and relays special instructions received during shift.

Assigns Communication Training Officer (CTO) to and/or trains new employees; monitors trainee progress; provides on-going training for all dispatchers; assists subordinates and provides technical support as needed.

Performs multiple tasks simultaneously; takes appropriate action when presented with a routine call or a stressful life/death situation; remains calm under all circumstances.

Informs adjacent shift of calls/activities affecting them.

Responds to request from general public for information concerning full range of available public services; Provides general information to the public; Routes calls to appropriate department or division.

Functions as Telecommunicator as needed; Answers multiple telephone lines and 911 communications; screens and monitors routine and emergency calls from the public and other safety agencies by radio and telephone; categorizes and prioritizes calls.

Maintains communication with all parties involved in emergency situations, tracks location of responding units; conveys information to/from emergency personnel, general public, public safety agencies, utilities, businesses and other personnel within the department.

Serves as liaison with other departmental units and personnel; notifies appropriate personnel and/or supervisor of critical situations and weather related information.

Monitors the centers' equipment operations; ensures basic equipment maintenance is performed; prepares work orders for equipment repair.

Researches, obtains, and/or provides information as requested;

Ensure compliance with policies and regulations.

Shift Supervisor– continued

ADDITIONAL FUNCTIONS

Performs general/clerical tasks, which may include performing minor equipment repair, answering telephone calls, typing documents, making copies, sending/receiving faxes, or filing documentation.

Provides assistance to other employees, divisions, or departments as needed.

Responds to incoming calls and pages during off-duty hours as needed.

Performs other related duties as assigned.

MINIMUM QUALIFICATIONS

High School diploma or GED; at least five (5) years of experience with Emergency Communications operations; supplemented by three (3) years progressively responsible experience or training involving public safety telecommunications or dispatching; Certified as Fire and Police Dispatcher and EMD; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

KNOWLEDGE, SKILLS AND OTHER CHARACTERISTICS:

Knowledge of federal, state and county laws, rules, regulations, practices and procedures related to ECC operations.

Knowledge of supervisory methods, practices and procedures.

Knowledge of training/educational methods and techniques.

Knowledge of customer service/public relations practices.

Skill in Microsoft Office, Word and Excel.

Skill in interpersonal relations

Skill prioritizing, scheduling, assigning, reviewing and evaluating work.

Skill analyzing and resolving customer/client needs.

Skill to read, comprehend and interpret a broad range of complex written materials.

Skill utilizing verbal and written communication to develop reports and training material.

Skill utilizing customer service/public relations techniques when responding to inquiries and complaints.

Skill establishing and maintaining effective working relationships.

PHYSICAL REQUIREMENTS:

Work requires long periods of attention to detail; extensive computer keyboarding; occasional lifting, bending, kneeling and stooping to lift objects weighing up to 15 pounds; ability to perceive and discriminate sounds and visual cues; ability to communicate orally.