

COMMUNICATIONS CENTER SUPERVISOR

I. Position Identification:

A) Title: Communications Center Supervisor

B) Bargaining Unit: Police First Level Managers

C) Customary Work Hours: As outlined in department schedule.

D) Customary Work Days: As outlined in department schedule.

E) Reports To: Police Lieutenant

F) Directs the Work of: Public Safety Dispatcher II/III

G) Educational and/or Experience Requirements:

Any relevant combination of education and experience that would demonstrate the knowledge and skill outlined below is qualifying. A typical way of gaining the skills is:

Education: Completion of at least sixty (60) units of recognized college level coursework in Police Science, Administration of Justice, Public or Business Administration, or closely related field. Completion of management or supervisory coursework is desirable.

Experience: At least four (4) years of recent, full-time experience as a journey level Public Safety Dispatcher including at least one (1) year as a full-time lead or supervisory position in a public safety dispatch center. Relevant experience may be substitutes for required education on a year to year basis.

H) Licenses and/or Certificates Required:

Possession of a valid California driver's license is required.

II. FLSA Status: Non-Exempt

III. Position Summary:

Under general direction, this position will supervise, schedule, coordinate, and oversee the operation of the Police Communications Center, direct dispatching of

police and fire personnel and equipment, perform administrative and technical duties and provide technical support to division administrative staff.

This position requires extensive knowledge of Police Department operations, policies and procedures. This position may work shifts covering all hours and may work any day including weekends and/or holidays.

IV. Essential Functions:

Incumbents may be assigned to varying work schedules, weekend work and be called back to work as needed by the City.

1. Establish and maintain cooperative working relationships with City personnel, state/local agencies and the general public.
2. Prepares, modifies, and updates monthly work schedules and any shift transitions.
3. Assumes the responsibilities of the Agency CLETS Coordinator (ACC)-California Law Enforcement Telecommunications System (CLETS).
4. Maintains records of all California State 911 reimbursement claims and purchases.
5. Monitor and ensure personnel certification compliance with any job-related agencies (POST, NAEMD).
6. Respond to, resolve, or refer citizen inquiries or complaints.
7. Mentor, train, develop, and evaluate Public Safety Dispatchers.
8. Have the ability to assume the responsibility of a Public Safety Dispatcher position.
9. Communicate clearly and concisely, both orally and in writing.
10. Gather, analyze, utilize, and evaluate statistical data.
11. Understand and act in accordance with City and Police Department policies and procedures.
12. May be required to work overtime, change work hours, or shifts.
13. Develops and maintains positive public and inter-departmental relations.
14. Prepare inventory and maintain supplies for unit.
15. Recommend, monitor, assign, and record Communication's personnel training.
16. Make budgetary recommendations for the Communications Unit.
17. Maintain, modify, update (or make assignments for) the Communications SOP and other pertinent reference material.

18. Act as a liaison for Yuba City Fire Department and Bi-County Ambulance.
19. Ensure or coordinate maintenance of Communications equipment.
20. Incorporate and/or communicate new procedures or policies from other entities to the Communications Unit.
21. Maintain orderly and updated files.
22. Create and maintain the Viper Telephone files for employees and other references.
23. Recommends the appointment of personnel.
24. Complete Public Safety Dispatcher staff performance evaluations, communicates with them for development and goal setting, and may recommend and implement disciplinary action.
25. Investigates and resolves or recommends appropriate action regarding service or personnel complaints related to communications.
26. Represents the division and department to outside agencies and organizations.
27. Participates in outside community and professional groups and committees.
28. Maintain Emergency Medical Dispatching and CLETS certification training and certificates.

V. Job Related and Essential Qualifications:

Note: The required level and scope of the following knowledge and skills relate to the level of the position as defined in the class characteristics.

A. Knowledge of:

- Standard and accepted principles and practices of governmental administration and operations including organizational planning, analysis, and municipal organizational structure.
- Basic budgetary principles and practices.
- Basic principles and practices of leadership and supervision.
- Standard and accepted research and statistical methods.
- Standard and accepted office practices, procedures, equipment and designated software.
- Computer- Aided Dispatch (CAD)
- Pertinent vehicle, penal, and municipal codes.
- Applicable rules and regulations of the Federal Communications Commission.

B. Skills at:

- Understanding, interpreting, and applying City rules, regulations, policies, practices, and systems.
- Understanding, following and interpreting both written and oral directions in an independent manner.
- Collecting, compiling, analyzing and correctly interpreting a variety of statistical, technical, and complex data.
- Exercising sound judgment in a variety of situations.
- Planning, organizing, coordinating and evaluating the work of others in an effective manner.
- Communicating clearly, concisely and with tact in both oral and written forms.
- Establishing and maintaining positive and effective working relationships with those contacted in the course of performing assigned duties.

C. Ability to:

- Maintain regular and predictable attendance.
- Establish and maintain cooperative working relationships with those contacted in the course of work.
- Promotes customer service in forging cooperative public relations.
- Demonstrate a high level of integrity.
- Maintain a high level of confidentiality.
- Follow oral and written directions.
- Carry out policies of the City.
- Maintain and update table in CAD software as needed

VI. Physical Demands/Qualifications:

1. Requires the ability to sit for long periods of time throughout the workday.
2. Manual dexterity and vision sufficient to operate standard office equipment and supplies for potentially long periods of time without experiencing abnormal hand, wrist or eye strain.
3. Hearing and speech sufficient to communicate and understand conversations, both in person and on the telephone.

4. Mobility to work in a standard office environment, and use standard office equipment (computers, scanners, copiers, etc.).
5. Ability to manipulate both single sheets of paper and large document holders (binders, manuals, etc.).
6. Ability to lift object up to 25 pounds without assistance.

NOTE: Some accommodations may be made for some physical demands for otherwise qualified individuals who require and request such accommodations.

VII. Non-Physical Demands/Qualifications:

1. Communicate information clearly and effectively on a number of different levels, both verbal and written.
2. Demonstrate a high level of integrity.
3. Be organized and operate under deadlines.
4. Possess a valid California driver's license.

VIII. Environmental Conditions:

1. Working conditions in the office are clean, well lit, and free from extremes of temperature and humidity.

IX. Other duties and requirements:

This class description lists the major duties and requirements of the job and is not all-inclusive. Not all duties are necessarily performed by each incumbent. Incumbents may be expected to perform job-related duties other than those contained in this document and may be required to have specific job-related knowledge and skills.