

COMMUNICATIONS SUPERVISOR

NATURE OF WORK

This is responsible supervisory work assisting with the directing and coordinating the activities of the Emergency Communication (911) Center and the City-wide communication system. This is a civilian position.

Work involves responsibility for the supervision of subordinate Dispatchers engaged in receipt and transmission of messages by means of the City-wide communication system. Work also involves researching various programs pertaining to effective emergency communication systems; analyzing data and developing and implementing programs to provide a modern and innovative communication system; coordinates the maintenance of component equipment; and ensures adherence to applicable rules and regulations of the Federal Communications Commission. An employee in this class is expected to exercise considerable independent judgment and personal initiative within the framework of departmental policies. Supervision is received from an administrative superior with work being reviewed in the form of reports, conferences, and effectiveness of communication operations. Supervision is exercised over subordinate dispatching employees.

EXAMPLES OF WORK PERFORMED

Researches and analyzes various programs pertaining to emergency communications; analyzes data and develops programs to provide a modern innovative communication system; recommends changes as necessary to ensure proper and efficient operation of the communication system.

Supervises subordinate dispatchers engaged in the receipt and transmission of messages to emergency services.

Develops training programs to ensure employee proficiency.

Coordinates the maintenance of component equipment, and ensures adherence to applicable rules and regulations of the Federal Communications Commission.

Performs related work as required.

DESIRABLE KNOWLEDGE, ABILITIES AND SKILLS

Considerable knowledge of communication facilities, radio equipment, and management practices as they pertain to the operation of a centralized police communication system.

Considerable knowledge of the principles and practices of radio communications as well as the proper procedures used in emergency police dispatching.

Considerable knowledge of the rules and regulations of the Federal Communications Commission as they pertain to the operation of a centralized police communication system.

Ability to plan, assign, and organize the work of subordinate Dispatchers.

Ability to research and analyze information and research findings and recommend necessary changes as deemed necessary.

Ability to establish and maintain effective working relationships with law enforcement officials, co-workers, and the general public.

MINIMUM QUALIFICATIONS

Graduation from high school or equivalent plus four years of experience in radio communications including six months of supervisory experience; or any equivalent combination of training and experience that provides the desirable knowledge, abilities and skills.

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