

PUBLIC SAFETY COMMUNICATIONS SHIFT SUPERVISOR

JOB DESCRIPTION

Classification Responsibilities: A Public Safety Communications Shift Supervisor is responsible for supervising an assigned shift of Public Safety 911 Operators and/or Public Safety Dispatchers that receive and process calls for police or fire services. A Public Safety Communications Shift Supervisor works in a Public Safety Communications Center for either the Police Department or the Fire and Medical Department, which are twenty-four hours, seven days per week operations. An incumbent is responsible for the supervision of a sophisticated communications dispatch operation including data entry and retrieval systems. In addition to supervisory responsibilities, additional duties include: answering operations and procedural questions; logging equipment malfunctions; handling complaints from citizens, Fire Operations personnel or patrol; advising the media of incidents being worked in Mesa or fire partner agency jurisdictions; compiling statistics; staffing shifts; and conducting research on various issues/items. A Public Safety Communications Shift Supervisor may serve as a liaison with specialty units such as Teleserve or Aviation, or can be selected for special assignment as the training shift supervisor responsible for training, alarms, and other duties as assigned. A Fire Dispatch Shift Supervisor oversees multi-agency dispatching in the valley-wide automatic aide system. This class performs related duties as required.

Distinguishing Features: A Public Safety Communications Shift Supervisor may assist with testing processes, as well as assessing employees' compliance with procedures. The supervisor will assist employees with development of skills and abilities, providing constructive criticism, recognition for positive work, and corrective action, when necessary. The supervisor may be assigned additional projects/duties in support of the work completed in the Public Safety Communications Center. Incumbents must be knowledgeable of police, fire, and emergency medical services (by assignment) for other agencies as well as the City of Mesa. Supervision is received from a Public Safety Communications Administrator who evaluates work through observation, reports, meetings, and results achieved. Employees in this class will be required to work weekends and holidays, and may be required to work rotating shifts. This class is FLSA nonexempt.

QUALIFICATIONS

Employee Values: All employees of the City of Mesa are expected to uphold and exhibit the City's shared employee values of Knowledge, Respect, and Integrity.

Minimum Qualifications Required. Graduation from high school or GED. Any combination of training, education, and experience equivalent to at least four years' experience in public safety communications with two of the four years' experience in radio dispatching.

Special Requirements. Because of the confidential, sensitive nature of information handled, successful completion of a background investigation is required. Polygraph testing will be required for all ***Police Department Assignments***. The ***Police Department Assignment*** will also require a psychological examination. Candidates given a conditional job offer will be required to successfully complete a hearing test. After hire, employees in ***Fire and Medical Assignment*** are required to successfully complete the EMD certification training course within one year.

Substance Abuse Testing. Due to the safety and/or security sensitive nature of this classification, individuals shall be subject to pre-employment/pre-placement and random alcohol, drug and/or controlled substance testing as outlined in City policy and procedures.

Preferred/Desirable Qualifications. Some (6 months - 1 year) supervisory experience preferred. Experience in a public safety communications center that uses automated dispatch and phone systems is preferred. Graduation from an accredited college or university with an Associate's Degree or 65 credit hours towards a Bachelor's Degree in Business Administration, Criminal Justice, Fire Science, Emergency Management or related field (by assignment) is preferred. Two years' experience dispatching fire and medical calls preferred (*Fire and Medical Assignment*).

ESSENTIAL FUNCTIONS

Communication: Communicates with the general public, subordinates, peers, supervisors, and other agencies in order to resolve citizen complaints. Communicates with subordinates regarding their performance. May be asked to teach classes for the training program or an academy. May respond to radio or phone traffic in order to assist subordinates. Prepares written reports and memos regarding citizen complaints, special projects, and performance evaluations with clearly organized thoughts using proper sentence structure, punctuation, and grammar. Completes notification to members of specialized response teams: Special Weapons and Tactics (SWAT), Bomb or Hostage Negotiation (*Police Assignment*). Liaisons with partner fire agencies and the Phoenix Regional Dispatch Center (*Fire and Medical Assignment*). Completes notifications to Hazardous Materials and Technical Response Teams for emergency dispatch (*Fire and Medical Assignment*).

Manual/Physical: Monitors the work performance of Public Safety 911 Operators and Public Safety Dispatchers operating Police or Fire and Medical consoles. Monitors the phone and dispatch activity of trainees who are not under the immediate supervision of a trainer in order to evaluate performance and to intervene in the trainee's handling of the case, if necessary. Recognizes Computer Aided Dispatch (CAD) system failures and takes appropriate action. May attempt to repair minor equipment malfunctions.

Mental: Reviews case information entered into the computer in order to determine whether advice or intervention is appropriate. Investigates and resolves complaints from citizens, Police and Fire field units/supervisors. Intervenes and/or assists staff in responding appropriately to disgruntled callers. Resolves work procedure problems and questions presented by subordinate-level employees. Assigns and evaluates the work of Public Safety Dispatchers and Public Safety 911 Operators. Trains and evaluates new employees through Public Safety 911 Operators and Public Safety Dispatchers on special assignment as trainers. Determines the correct call-outs of off-duty Fire and Medical and Police personnel by assessing the seriousness of the situation within the constraints of procedures. Determines whether a radio or phone problem is significant enough to call in off-duty technicians. Makes tapes from the master recorder to serve as evidence. Decides which, and the number of, Police units to dispatch by considering such factors as: time of day, description and location of calls, beat unit available, and probable degree of hazard to the responding officers. Makes decisions regarding Fire and Medical emergency medical services pertaining to other jurisdictions, including mutual and automatic aide agreements. Remembers details and procedures and applies them instantly in emergency situations. Makes sound decisions quickly and reacts positively under stressful conditions, which typically entail the life or well-being of a citizen, firefighter or officer who is in danger.

Knowledge/Skill/Abilities:

Knowledge of:

Police and Fire and Medical Department organization, procedures, and operating policies;
local geography, including: main streets and their hundred blocks, relative distance between streets,
City boundary limits, sectors and beat areas, and fire response districts;
the emergency medical dispatch procedures;
the CAD formats and commands pertaining to a 911 operator, fire dispatcher, and/or police dispatcher;
the geography, equipment, and procedures of other jurisdictions that Mesa has contracted with to
provide fire/emergency medical dispatch procedures;
mutual and automatic aide agreements with surrounding agencies; and
dispatch procedures for air ambulance companies and altered protocols.

Skill in:

operating communications equipment Computer Telephony Integrated (CTI) Telephone, base radio,
computer terminals, and printers quickly and accurately.

Ability to:

review dispatch of fire/police calls, listen to incoming phone information, and assimilate spoken
information from dispatchers;
inspire self-confidence in subordinate personnel and new employees in training;
review tapes to evaluate emergency and life threatening calls to determine training needs, ascertain,
training effectiveness, and to monitor compliance with established standards;
make independent decisions quickly in emergency situations;
exercise initiative in the improvement of communications center operations;
scan the personal computer (PC) screen rapidly in order to select pertinent information;
shut out extraneous information from other radio channels and coworkers, while selectively listening to
information recognized as crucial; and
establish and maintain effective working relationships with communications employees and supervisors,
Police and Fire and Medical personnel, and callers.

The duties listed above are intended only as general illustrations of the various types of work that may
be performed. Specific statements of duties not included does not exclude them from the position if the
work is similar, related, or a logical assignment to the position. Job descriptions are subject to change
by the City as the needs of the City and requirements of the job change.

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JOB FCTN-ADM

INCREMENTS 62-200

PAY GRADE: 48

IND-8810

SWORN-No