

PUBLIC SAFETY COMMUNICATIONS SHIFT SUPERVISOR

JOB DESCRIPTION

Classification Responsibilities: A Public Safety Communications Shift Supervisor is responsible for supervising an assigned shift of Telecommunicators that receive and process calls for police and/or fire services. A Public Safety Communications Shift Supervisor works in the Police Communications or Mesa Regional Dispatch Center, 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, Computer-Aided Dispatch (CAD), radio and phone system malfunctions, radio encryption management, regional event coordination of radio communications, and deployment on the Dispatch Incident response Team with Communications assets statewide; handling complaints from citizens; advising the media of incidents being worked; compiling statistics; staffing shifts; working dispatch channels and answering overflow phone calls; and conducting research on various issues/items. A Public Safety Communications Shift Supervisor may serve as a liaison with specialty units, partner agency Chiefs or Emergency Management, and other duties as assigned. 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 Regional Dispatch Center. Incumbents must be knowledgeable of police, fire, and emergency medical services 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. A minimum of four years' experience in public safety communications as a dispatcher or call taker including one year of lead or supervisory experience.

Special Requirements. Because of the confidential, sensitive nature of information handled, successful completion of a background investigation is required. Candidates given a conditional job offer will be required to pass a psychological evaluation and hearing test. Must obtain Cardiopulmonary Resuscitation (CPR) certification within 60 days of hire/promotion date. All required certifications must be maintained throughout employment. Must not be on the Office of Inspector General (OIG) list of Excluded Individuals/Entities (LEIE).

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

Preferred/Desirable Qualifications. Graduation from an accredited college or university with an Associate's Degree or at least 65 credit hours towards a Bachelor's Degree in Business Administration, Criminal Justice, Fire Science, Emergency Management, or related field is preferred. Bilingual speaking skills (English/ Spanish) are desirable.

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 such as: Special Weapons and Tactics (SWAT), Bomb or Hostage Negotiation; liaisons with partner fire agencies, and the Phoenix Regional Dispatch Center. Completes notifications to Hazardous Materials and Technical Response Teams for emergency dispatch.

Manual/Physical: Monitors the work performance of Telecommunicators operating Police and/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 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 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 Telecommunicators. Trains and evaluates new employees through Fire Dispatchers on special assignment as trainers. Determines the correct call-outs of off-duty sworn 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 or vendors. Troubleshoots CAD, phone, and radio malfunctions and performs minor software and/or hardware repairs. Makes recordings from the master recorder to serve as evidence, investigative purposes, or for review for training. Decides which, and the number of, Police and/or Fire 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 tapes from the master recorder to serve as evidence. Makes decisions regarding Police and/or 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 or sworn personnel who are in danger.

Knowledge/Skill/Abilities:

Knowledge of:

Police or Mesa 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; emergency medical dispatch procedures; CAD formats and commands pertaining to a call take, police, or fire dispatcher; the geography, equipment, and procedures of other jurisdictions that Mesa has contracted with to provide police or fire/emergency medical resources; mutual and automatic aide agreements with surrounding agencies; and dispatch procedures for air ambulance companies and altered protocols (*by assignment*).

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

Ability to:

review dispatch of police or fire/medical 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 or 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.

New 9/24

TR/js/ah

CS5330.DOCX

EEO-A/S

JOB FCTN-ADM

Non-DOT Safety and Security-Y

CDL-N

RESP-N

PAY GRADE: 53

IND-8810

SWORN-No

Non-DOT Random-N

DOT-N

INCREMENTS 93-200