

Emergency Communications Supervisor

FLSA Status: Non-Exempt

General Definition of Work

Under general oversight of Chief of Police and 911 Coordinator, provides supervision over the day-to-day operations of the dispatch center. The Communications Supervisor ensures the quality of operations by reviewing communication records and recordings against established criteria, and providing performance feedback to Communication Officers. The Communications Supervisor performs all duties of a Communications Officer when necessary. This position will typically work 40 hours a week: 4-10 hour split shifts (mid-afternoon – to late night).

Qualification Requirements

To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable an individual with disabilities to perform the essential functions.

Essential Functions

- Receiving emergency and non-emergency calls for service in person, via telephone and radio.
- Obtains detailed caller information and verifies location and nature of complaint.
- Logs emergency and non-emergency calls; enters a variety of information into the computer aided dispatch system.
- Maintains VCIN/NCIC records.
- Determines nature of call and dispatches appropriate emergency and/or non-emergency personnel; provides special event and general information to callers.
- Relays information between responders; creates radio and phone patches/link for responder communication.
- Monitors multiple radio frequencies.
- Compiles and records prisoner information/data as requested; enters information into prisoner log book.
- Searches prisoners at the request of Police Officers.
- Performs and documents physical check of prisoners in holding cells.
- Serves as after-hours paging call center for various departments; acts as relay information center between emergency service providers to utility companies.
- Provides general administrative support to department personnel; confirms appointments, meetings and transports; provides directions to various locations and businesses inside and outside the City; responds to inquiries or directs callers to appropriate party for disposition.
- Coordinates and keeps records of mandatory training for Communications Officers and other record keeping required to maintain PSAP (Public Safety Answering Point) certifications.
- Assists in the recruitment and selection of E-911 Communications Officers.
- Ensures the standards of operating procedures are followed by reviewing communication records and recordings against established criteria and providing feedback to Communications Officers.
- Disseminates policy and protocol reviews/changes/additions among Communications Officers.
- Fosters and creates effective working relationships with all personnel within the organization and with individuals and organizations external to the PSAP.
- Encourages and supports the highest quality of workplace team interaction and behavior.
- Approves time off requests based on policy established by Police Chief and 911 Coordinator and ensuring minimum staffing level is maintained during each shift.
- Schedules part-time resources to fill-in for Paid Time Off/Sick Leave/Vacation.
- Manages training schedule and reviews Daily Observation Reports created by Communication Training Officers.
- Telecommunicator instructor at regional academy.
- Demonstrates fiscal responsibility by working within the specified salary and office supply budget as directed by the Chief of Police and 911 Coordinator.
- Serves as a delegate for the 911 Coordinator when assigned.
- Required to work outside normal work hours in emergency, on-call situations, and during special events.

Emergency Communications Supervisor

Knowledge, Skills and Abilities

General knowledge of the methods of operating the communications system; general knowledge of radio and teletype procedures; general knowledge of the geography of the City and location of important buildings; ability to type and enter data at a reasonable rate of speed; ability to speak distinctly; ability to solve problems within scope of responsibility; ability to deal courteously with the public under stressful conditions; ability to establish and maintain effective working relationships with associates and the general public.

General knowledge of the protocols, issues, procedures, technologies, equipment and interagency relationships pertaining to emergency response systems; general knowledge of Commission and Galax Police Department policies and procedures; supervision and leadership concepts and principles; ability to communicate ideas effectively, both orally and in writing; ability to prepare reports; ability to understand and follow oral and written instructions; ability to present and conduct themselves professionally while representing the Commission and Galax Police Department at meetings with the public, representatives of other agencies, departments, committees, and commissions.

Education and Experience

High school diploma or GED and a minimum of 3-5 years in public safety communications role required. Associates Degree highly desirable.

Physical Requirements

This work requires the occasional exertion of up to 25 pounds of force; work regularly requires sitting, speaking or hearing, using hands to finger, handle or feel, reaching with hands and arms and repetitive motions and occasionally requires lifting; work has standard vision requirements; vocal communication is required for expressing or exchanging ideas by means of the spoken word and conveying detailed or important instructions to others accurately, loudly or quickly; hearing is required to perceive information at normal spoken word levels and to receive detailed information through oral communications and/or to make fine distinctions in sound; work requires preparing and analyzing written or computer data, using measuring devices, operating machines and observing general surroundings and activities; work has no exposure to environmental conditions; work is generally in a moderately noisy location (e.g. business office, light traffic).

Special Requirements

Possession of an appropriate, valid driver's license.

Possession of or ability to acquire first aid and CPR certifications within six months of employment.

Possession of APCO's Emergency Medical Dispatch national certification within 6 months of employment.

Possession of Virginia Department of Criminal Justice (DCJS) Basic Dispatch, Certification.

Completion of APCO's National Communication Training Officer Certification.

Completion of Virginia DCJS Basic Instructor Certification.

Completion of Virginia DCJS Advanced First Line Supervisor's Training

Completion of National Emergency Number Professional (ENP) certification within 3 years in the supervisor role.