

MAJOR FUNCTION

This is responsible, specialized, second level supervisory work involved in the direction and operation of the communications center on an assigned shift. The work includes responsibility for assignment and coordination of the routine activities of the center and the training of employees in the operations of the communications system. Work requires the exercise of sound judgment and proper action in emergency situations and the ability to remain calm and alert throughout an assigned period. Work is performed under the direction of the Supervisor-Public Safety Communications and is reviewed through observation, conferences, and reports.

ESSENTIAL AND OTHER IMPORTANT JOB DUTIES**Essential Duties**

Plans, schedules, assigns work positions and assists in the training of Shift Supervisor I positions and Public Safety Communications Operators. Oversees and monitors all activities and personnel of the Communications Center during assigned shift. Makes recommendations on hiring, transfer, promotion and discipline of subordinates and responds to grievances as required. Conducts performance evaluations. Assures that shift staffing is adequate to cover the mandatory positions. Insures that duty roster, work station assignments, section leave and payroll records are maintained and that each work position is properly supplied with forms and other necessary equipment. Assures employees on the shift follow the established policy and procedures. Assigns break times for mid-shift and meal times. Records needed repairs and makes sure that service representatives have been called. Maintains several logs dealing with the Communications Center operation. Acts as liaison between all other emergency responding agencies and the CDA. Attends supervisory meetings to discuss problems, concerns, and to assist in Communications Center operations planning. Checks information entered into the National Crime Information Center (NCIC) and the Florida Crime Information Center (FCIC) for accuracy and format and sees that proper logs are maintained which accompany this function. Handles minor personnel infractions and refers more serious infractions to Supervisor-Public Safety Communications. Monitors all CAD and radio transmissions. May function in an acting capacity for the supervisor. Performs related work as required.

Other Important Duties

Attends regularly scheduled meetings. Monitors visitors, conducts tours of the center. Coordinate positions within communications section to relieve personnel and to fill in when needed. Performs related work as required.

DESIRABLE QUALIFICATIONS**Knowledge, Abilities and Skills**

Considerable knowledge of the applicable communications system procedures, techniques and regulations. Considerable knowledge of the geography of the area, its road network, surrounding areas and major business locations. Considerable knowledge of rules, regulations, and procedures for dispatching and controlling the work of motorized emergency response equipment and emergency responders. Considerable knowledge of the methods, procedures and practices of operating radio-transmitting equipment. Considerable knowledge of the federal and state teletype computer system. Ability to efficiently schedule the work and training of new employees. Ability to supervise the work of subordinates and to promote cooperative work efforts among them. Ability to elicit complete and accurate information from the public who may be in a distressed or confused state. Ability to understand and express ideas clearly and concisely, orally and in writing. Ability to react quickly and calmly in emergencies. Ability to maintain and develop records and reports. Skills in the efficient operation of communications system equipment. Skill in the use of microcomputers and the programs and applications necessary for successful job performance.

Minimum Training and Experience

Possession of a high school diploma or an equivalent recognized certificate and one year of experience as a Shift Supervisor I-Public Safety Communications Operator.

Necessary Special Requirements

Possession of FCIC/NCIC Certification.

Possession of EMD, EFD and EPD Quality Assurance Certifications

Established: 12-10-14