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| **POLICY TITLE: Job Description—Communications Supervisor** |
| **EFFECTIVE DATE:**September 30, 2017 | **REVIEWED DATE:**August 1, 2020 |  |

# PURPOSE:

This document describes the function; duties; knowledge, skills, and abilities (KSA’s); and work conditions of a County Fire Department Communications (CFD) Supervisor

# POLICY:

CFD strives to provide all staff with tools, information, and training to be a successful member of our department. Employees may use this information to reference basic functions and KSA’s needed to perform as a Communications Supervisor. This information may guide subordinate employees’ professional development effort.

# JOB DESCRIPTION:

**JOB TITLE:** Communications Supervisor

**DEPARTMENT:** Large County Fire Department Communications (CFD)

**POSITION REPORTS TO:** Communications Manager

**POSITION SUPERVISES:** Communications Officers/Senior Communications Officers

**FLSA STATUS:** Non-exempt

## SUMMARY:

This position serves as a working supervisor, in charge of overseeing day-to-day operations in the dispatch center. In addition to performing the full range of Communications Officer call taking and dispatching functions, Supervisors also direct and supervise subordinate staff, including assigning and delegating work projects; scheduling employees to maintain proper staffing levels; and performance management including evaluating work performance, coaching, mentoring and/or implementing corrective action for performance issues. Work is performed under the supervision and direction of the Communications Manager, but extensive leeway is granted for the exercise of independent judgment and initiative. The nature of the work performed requires that an employee in this classification establish and maintain effective working

relationships with the Communications Manager, other communications dispatchers, emergency response personnel, administration, and the general public.

## ESSENTIAL FUNCTIONS:

*(Examples illustrate various types of work performed; work assignments may vary depending on the department needs)*

* Perform all essential functions of the Senior Communications Officer classification and must maintain proficiency and a high level of knowledge regarding all aspects of Communications Officer and Senior Communications Officer tasks *(refer to job description for full list of requirements)*;
* Oversee day-to-day operations of CFD staff; supervise personnel, prioritize and assign work to ensure that emergency services are dispatched in a timely manner and CFD's service and production expectations are achieved; assume control of more serious and complex emergency calls as necessary;
* Mitigate staffing issues; fill last minute vacancies, proactively seek solutions to department scheduling issues to ensure proper staffing levels;
* Coordinate major incidents to ensure proper notifications are made; report unusual or high-interest circumstances/problems to Communications Manager and County leadership;
* Provide information to appropriate departments regarding technical issues, equipment functionality, operational procedures, rules and regulations, and other requests as needed;
* Ensure accurate and complete recording of information and activity related to calls for service in CAD and other records management systems;
* Perform general record-keeping duties, prepare and distribute general correspondence to department heads and appropriate others;
* Observe CTO during training and evaluation of new hires, set work standards, assist in developing daily training plans, complete training documents if needed;
* Participate in training and oversight of assigned subordinate staff; ensure that subordinate staff are completing their training in a timely manner; keep up with subordinate certification needs;
* Actively work with all subordinate staff to improve or resolve performance issues and ensure a high standard of service; offer guidance, individual training and instructions as needed;
* Responsible for timely employee performance evaluations and making recommendations for employee performance goals; timely identification of performance deficiencies, involve all stakeholders to develop effective corrective action plans;
* Responsible for routine documentation of individual and shift performance, both positive and negative incidents, ensure maintenance of documentation and availability when requested;
* Recommend and participate in the transfer, promotion, re-assignment, layoff, suspension or discharge of employees; implement corrective actions including oral counseling and oral warnings; discusses need for further corrective action

with Communications Manager and/or County Human Resources Department as appropriate;

* Member of CFD's Quality Assurance team, evaluating calls as directed by Communications Manager; receive QA reports for subordinate staff, review, distribute, and actively work with staff to gain understanding and implement feedback to improve performance;
* Participate in implementing, evaluating, monitoring, and recommending modifications to CFD policies, procedures, rules, and regulations; recommendations to include tangible data and specific solutions;
* Responsible for making accurate, rapid decisions in emergency situations; responsible for all incident decisions including those of subordinates resulting in the smooth operation of the Communications room;
* Apply effective conflict resolution techniques- must be able to deal effectively with difficult situations involving all employees; must remain impartial and consider alternatives in an attempt to avoid escalating personnel situations;
* Maintain a high level of confidentiality and professionalism regarding sensitive internal and external information;
* Maintain professionalism conducive to a person in a position of authority while representing the CFD;
* Be reliable, dependable and be able to report for work on a consistent basis;
* Attend meetings as directed by the Communications Manager;
* Perform additional duties as assigned by the Communications Manager.

## INTERPERSONAL SKILLS AND COMMUNICATION:

Contacts are made both inside and outside the organization. Internal contacts frequently include co-workers, Supervisors, Administrative personnel, and support agencies.

External contacts may include outside vendors, governmental personnel, visitors, applicants and citizens. This position is representative of County, it is critical that all interactions are respectful and professional. Interactions tend to focus on information exchange and the receiving and giving of procedural changes. Interpersonal communication should occur whenever information exists that could impact another individual or agency's knowledge or performance.

## KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge, skills, and abilities concurrent with Senior Communications Officer description, *and*

* Comprehensive knowledge of CFD and County principles, practices, programs, goals, policies, protocols, and procedures related to the responsibilities of the position, and the ability to enforce them;
* Knowledge of current best practices in Emergency Communications;
* Knowledge of supervisory techniques applied to diverse groups of people in a public safety environment;
* Effective techniques in personnel management, coaching, motivating, teambuilding, and performance evaluation;
* Ability to provide immediate corrective action to subordinate employees to maintain control and order;
* Ability to work under stress and empathize with employees working under stress;
* Ability to make appropriate and timely decisions in emergency and routine supervisory situations;
* Ability to communicate effectively and professionally, both orally and in writing;
* Ability to remain impartial and objective when interacting with employees on any issues of performance or conduct;
* Ability to take initiative and be self-motivated;
* Possess excellent listening and communication skills;
* Ability to understand situational circumstances and provide clear, concise verbal and written instructions to others.

## REQUIRED EDUCATION AND EXPERIENCE:

* High School Diploma or GED; *and*
* Minimum of 2 years’ experience at the level of Senior Communications Officer with County; *or*
* Any combinations of education, experience, special qualifications and training that provides the equivalent scope of knowledge, skills, and abilities necessary to perform the work.
* Extensive working knowledge of the two-way radio system, Computer Aided Dispatch systems, 911 phone systems;
* Successful completion of a Supervisor course approved by the Communications Manager;
* Emergency Medical Dispatch Certification;
* Emergency Fire Dispatch Certification;
* Emergency Police Dispatch Certification;
* CPR Certification;
* Emergency Dispatcher Quality Assurance Certification, within 18 months of appointment.

## WORKING CONDITIONS:

* Work is typically performed in the communications room, with varying levels of light, confined environment;
* Disciplined environment; must carry out lawful orders regardless of personal agreement;
* May be subjected to excited, abusive, foul-mouthed, incoherent, drunk, impaired or hysterical callers;
* Must be available to work shift work encompassing 24/7 schedules including evenings, nights, weekends and holidays;
* Must remain at the Center for the full scheduled shift. Uninterrupted lunch and breaks are not guaranteed;
* Due to the nature of public safety work, overtime may be required;
* May be called back on short notice and for extended periods and must be available by phone at own expense;
* Extremely busy environment with constant interruptions;
* Occasional travel to conferences or trainings throughout state and/or country.

## PHYSICAL ABILITIES:

* Exerting up to 30 pounds of force occasionally, and/or up to 10 pounds of force to move objects; may be required to stand, walk, climb, balance, stoop, kneel, crouch, or crawl;
* Dexterity of hands and fingers to operate standard office equipment, including a computer keyboard, mouse, and hand-held radio; extend hands or arms in any direction;
* Sedentary for extended periods of time;
* Adequate hearing and visual acuity to successfully perform the essential job requirements;
* Ability to make rational decisions through sound logic and deductive processes;
* Ability to speak and comprehend English coherently to exchange information in person and on the telephone or radio.