

**JOB DESCRIPTION
CITY OF SPRINGFIELD**

**HUMAN RESOURCES DEPARTMENT
EMPLOYMENT AND
COMPENSATION DIVISION**

Job Title	<u>Telecommunications Supervisor</u>
Sch.& Grade	<u>PAT-8</u>
Class Code	<u>FC10</u>
FLSA Status	<u>Non-Exempt</u>
Bargain Unit Elig.	<u>Not Eligible</u>
Occupational Group	<u>Emergency Communications</u>

PRIMARY PURPOSE:

Serves as working shift leader supervising 911 Telecommunicators and Senior 911 Telecommunicators in the Emergency Communications Department; assists in responding to calls for service.

SUPERVISION:

Under general supervision; supervises assigned shift personnel.

DESCRIPTION OF WORK:

ESSENTIAL FUNCTIONS:

1. Supervises assigned shift personnel and participates in the daily functions of the Emergency Communications Department.
2. Completes shift work schedules and approves requests for leave; calls in off-duty personnel as needed to maintain minimum staffing requirements.
3. Monitors and evaluates work performance of assigned personnel; recommends disciplinary action; counsels and motivates personnel to achieve established goals.
4. Participates in the interview process and makes recommendations for new hires.
5. Creates and executes training, testing, and educational programs for new hires and established personnel; oversees training of 911 Telecommunicators.
6. Reads, studies, and analyzes data utilized in preparing a variety of reports measuring such areas as shift workload, calls received and alternative work shift needs; makes recommendations to Director based on analysis.
7. Participates in programs offered to the general public, including but not limited to department tours, public events and career fairs.
8. Investigates complaints received from the general public, private alarm companies and other agencies.
9. Tests, inspects, and maintains records of the operational status of equipment, including alarm monitors; reports malfunctions, and requisitions repairs in a timely manner.
10. Determines, along with the Emergency Management Director, the need to activate City and/or County storm sirens.
11. Coordinates with other agencies in evaluating emergency response to natural and man-made disasters and major events.
12. Serves as liaison between assigned personnel, internal/external agencies and the Director of Communications.
13. Attends departmental, City and/or outside agency training to maintain appropriate certification as required.
14. Writes, reviews, and corrects department policy and standard operating guidelines.
15. Assists in compiling, calculating, monitoring, and maintaining department budgets, expenditures, and other financial records including completing assigned paperwork.
16. Oversees the inventory of supplies needed for the daily functions of the Emergency Communications Department
17. Performs functions of the 911 Telecommunicator and Senior 911 Telecommunicator positions when needed.

IMPORTANT FUNCTIONS:

1. Must maintain a knowledge of basic troubleshooting skills for equipment used in the department; which include phones, radios and computer equipment.
2. Utilizes necessary computer applications such as word processing, spreadsheet and database.

Performs related work as required.

QUALIFICATIONS REQUIRED:

Any combination of education, training, and experience providing the following knowledge, skills, and abilities:

Knowledge

Principles, procedures, and equipment involved in public safety communications; emergency assistance procedures.

Abilities

Effectively train and supervise assigned shift personnel; utilize sound, independent judgment; perform work efficiently under extended high levels of stress and deal courteously with people in stressful situations; utilize computer applications; follow oral and written instructions; communicate clearly and effectively both verbally and in writing; deal effectively and courteously with associates and the general public; model and promote acceptance and respect for differences among employees and citizens; perform effectively as a member of a team in carrying out the City’s stated mission and philosophy; perform the essential functions of the job without posing a direct threat to the health and safety of others.

Experience, Education, and Training

Requires three years of experience in emergency communications/dispatch work with the Springfield-Greene County Emergency Communications Department. Must have experience as a Senior 911 Telecommunicator or Telecommunications Shift Leader.

Physical Requirements

Performs bending and reaching to obtain resource materials; subject to sitting for long periods of time. Must be able to hold and grip objects and wear a communications headset that will cover or fit within the canal of one ear; must be able to hear and understand spoken communications originating simultaneously from both the headset and other sources in the communications room. Must meet hearing standards as established by a City-approved licensed audiologist or M.D.

Working Environment

Primarily indoors with heating and cooling regulated; exposure to constant noise and cramped spaces in a work environment with minimal natural lighting.

Licensing/Certification

Must possess and maintain current certification for Missouri Uniform Law Enforcement System (MULES). Must possess and maintain Communications Training Officer Certification throughout appointment.

Miscellaneous Requirements

Must be able to work any assigned hours/shifts with varying days off. Subject to emergency call-in. Telecommunications Supervisors working as Training Officers will not be eligible for field training pay.

Last Revision:	February 21, 2012	GENERAL ORDINANCE NO. 5564
Comments:	Updated Abilities	Date: June 12, 2006

I have read the foregoing job description in its entirety and understand its contents. I can perform the essential functions outlined with or without reasonable accommodation under the Americans with Disabilities Act.

Signed: _____ **Date:** _____