

City of Salem
CLASS SPECIFICATION

CLASS. TITLE:	Communications Shift Supervisor	CLASS. CODE: 0396
DEPARTMENT:	Police	FLSA: N
REPORTS TO:	Communications Center Operations Manager	DATE: 7/1/2002

Job Summary:

Maintain daily operations within the unit by ensuring proper staffing levels to support the public's needs in emergency and non-emergency situations. Provides support to dispatchers and call takers in the performance of their duties.

Essential Job Functions

(All functions may not be performed by all incumbents.)

1. Supervises and evaluates communication unit employees; maintains schedule, assigns positions and monitors progress of staff; counsels staff as needed.
2. Monitors call load to ensure adequate staffing; calls in off duty personnel to cover shortages as needed.
3. Monitors employee interaction with the public for best customer service, including making certain all calls are dispatched in a timely manner.
4. Trains and motivates personnel.
5. Monitors equipment, diagnoses and repairs minor problems, makes notifications on repairs needed beyond scope of training.
6. Maintains ongoing working knowledge of CAD System; maintains organized data for re-entry during downtimes; brings system back up in different modes.
7. Records complaints from public and user agencies, routes to appropriate Supervisor for investigation. Conducts investigations for own team personnel and determines appropriate corrective action.
8. Reviews operational needs of Center and makes recommendations to Management on improvements and equipment needs to better serve customers.
9. Coordinates and gathers information and input from other Supervisors, Assistant Supervisors, employee file, and employee's self-evaluation to complete performance appraisals; reviews with employee.
10. Makes appropriate notifications in event of major disaster; activates Emergency Alert System and county Emergency Operations Center, and notifies associated agencies such as Public Works, to respond to scenes
11. Attends bimonthly meetings for CSS's and other managers as required.
12. Participates in assigned or voluntary committees.

Important Job Functions

1. Perform duties of call taker or radio positions in unit as needed; answers business and emergency calls for service; maintains working knowledge of, and adapts to continuing changes in, policies and procedures for each agency.
2. Reviews entries from call takers and prioritizes need for service, runs checks through DMV files, contacts complainants and suspects via telephone, monitors officer safety, confirms warrants, and routes DUI information and warrants to local jails. Assigns case numbers to calls; updates officers with new information.
3. Communicates regularly with the media, releases authorized information and refers to appropriate agencies for further details
4. Receives or writes commendations on employees and routes to media, files and

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- Center display board.
5. Maintains minimum inventory levels to keep unit running smoothly.
 6. Retrieves burning information teletype from computer; records information on phone; faxes to all Fire stations, and passes on to fire dispatcher.
 7. Receives and processes requests for tapes of calls and radio activity regarding events for user agencies and the legal community.
 8. Answers questions from user agencies regarding operation of Center; provides public information at special events.
 9. Works with team of employees to train, answer questions; aid in conflict resolution.
 10. Attends meetings and various training seminars and conferences as required or on a voluntary basis.
 11. Performs other duties as required by supervisor or management.

MATERIAL AND EQUIPMENT USED:

- Desktop computer, Computer Aided Dispatch system, and LEADS/NCIC computer system
- VESTA/Meridian telephone systems
- Radio and Dictaphone reel-to-reel recording systems and play back system
- Headsets
- Miscellaneous office automation equipment, i.e. – fax, phone, copier, etc.

MINIMUM QUALIFICATIONS REQUIRED:

Education and Experience:

High School graduate or equivalent; and,
Four to Five (4-5) years of experience in a related field; or,
Any combination of education, experience and training which provides the required knowledge, skills, and abilities to perform the essential functions of the class.

License(s) and Certification(s):

- Basic Telecommunicator Certification
- Emergency Medical Dispatch Certification
- Basic Supervision Certification
- LEADS Certification

KNOWLEDGE AND ABILITIES:

Knowledge of:

- Contemporary office practices and procedures and basic office software products.
- Dispatch and user agency policies and procedures.
- Geographical areas.
- Subscriber agency regulation; other laws and ordinances.
- Equipment and troubleshooting techniques.
- Radio procedures.
- CPR/First Aid training.

Ability to:

- Communicate effectively verbally and in writing to a wide range of individuals.

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- Manage time effectively.
- Use a personal computer and other office equipment.
- Train in leadership skills.
- Work independently and make decisions with minimal supervision.
- Work in a high-stress environment and varying shifts.
- Establish and maintain effective working relationships with individuals, coworkers, other agencies and the public.
- Maintain required work hours and attendance.

Physically able to:

- Sit, keyboard, read, write, hear and speak for extended periods.
- Bend, kneel, stoop or climb stairs.
- Lift up to 40 pounds.

Must be able to work periodic overtime and a variety of 24 hour rotating shifts including holidays and weekends. Work environment is in an enclosed area with no windows, involving sitting at a telephone/computer position for extended periods of time. Work involves accurate keyboard and listening skills, monitoring a variety of illuminated screens for information. The work involves communicating with distraught and/or disoriented, argumentative, and non-cooperative individuals and requires explicit gathering of essential information mainly through verbal communications. Work environment contains periods of high activity, and emotional events countered with periods of low activity.

The above statements are intended to describe the general nature and level of work being performed by employees assigned this classification. They are not to be construed as an exhaustive list of all job duties or roles performed by personnel so classified. It is as well intended to be compliant with the Americans with Disabilities Act.