

	<p>Emergency Telecommunications Supervisor Job Description</p>	Policy Number:	Number of Pages:
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Job Description - Communications Supervisor

Supervision Received and Exercised

Receives direction from the Deputy and Executive Directors

Exercises direct supervision over assigned Emergency Telecommunicators

FLSA: Non-Exempt

Job descriptions are intended to present illustrative examples of the range of duties expected by employees in this position. Descriptions are not intended to be all inclusive of all duties performed in this position.

Summary of Position

Under limited supervision, the Communications Supervisor is responsible for oversight of the daily operations of the dispatch staff of CRCA 911 (Combined Regional Communications Authority - CRCA). This position ensures work quality in accordance with CRCA 911's mission, vision, and core values; and ensures adherence to established goals, policies and procedures. Communications Supervisors are to ensure all communications equipment is functioning appropriately, provide oversight and leadership for employees, including training, coaching, and mentoring. This position is responsible for a variety of administrative duties related to CRCA and the communications center. Due to the wide range of responsibilities related to this assignment, this individual will carry a high level of responsibility and will report directly to the Deputy Director.

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Duties, Skills, Responsibilities, Knowledge Requirements

- Perform all functions of the Emergency Telecommunicator.
- Demonstrate understanding of CRCA's mission, values, and vision.
- Inform staff of events and issues pertinent to the performance of their duties.
- Act within scope of authority and the CRCA chain of command.
- Demonstrate comprehension and application of CRCA's policies and procedures including ethical behavior.
- Remain apprised of CRCA policies, procedures, and written directives, including relevant initiatives occurring external to CRCA. Supervisors are required to demonstrate appropriate application and ensure compliance.
- Maintain and plan for daily staffing needs, maintain daily attendance records, manage timecards (including corrections and approvals), approve leave requests and coordinate scheduling of vacation and holiday leave for assigned shifts.
- Monitor the performance of assigned employees and provide direction and feedback regarding performance measured against expectations. Prepare and conduct timely and constructive performance appraisals. Administer and/or recommend commendation or other forms of positive reinforcement. Determine and administer appropriate verbal and written corrective action. Determine and recommend appropriate disciplinary action to the Deputy and Executive Directors.
- Plan, prioritize, assign, supervise, and review the work of assigned staff; work with employees to correct deficiencies.
- Recommend and assist in the implementation of goals and objectives for assigned programs and functions; implement policies and procedures; evaluate operations and activities of assigned responsibilities; recommend improvements and modifications.
- Participate in the development and implementation of goals, objectives, policies, procedures and priorities for assigned staff; recommend improvements and modifications.
- Promote a diverse, culturally competent, and respectful workplace.
- Mediate employee conflicts and disputes; recommend programs, actions, recognition to improve workplace morale.
- Reports to the Executive Director and/or Deputy Director any significant status changes in personnel, equipment, response agencies, or incidents of significance.
- Operate and maintain communications center equipment including radio systems, computer aided dispatch and emergency 911 telephone equipment, software programs; generate reports; report deficiencies to Executive Director and/or Deputy Director and/or contact appropriate support personnel.
- Read and reply to email in a timely manner.
- Perform a variety of record keeping, filing, indexing and other associated information upkeep; maintain documents and prepare reports as necessary.
- Work under pressure, exercise good judgment and make sound decisions in routine and emergency situations.

- Research and record assigned complaints; implement disciplinary procedures as necessary; assist in creating Personal Improvement Plans (PIPs) as necessary; and recommend personnel actions including hiring, transfers, promotions, and discharges.
- Prepare and present annual performance evaluations for assigned staff.
- Completes both short and long-term project work which encompasses programs for CRCA 911.
- Participate in the recruitment and selection of personnel in the assigned area(s) of responsibility.
- Assist in pulling call and CAD data as needed
- Attend meetings to discuss operations, staffing, and make recommendations for change or improvement as needed.
- Represent CRCA in a professional manner at all times, including meetings, training and events.
- Respond to questions from member agencies or citizens.
- Locate and pull recordings from Equature as needed to emergency responders
- Monitor criminal justice database transactions to ensure users follow required guidelines.
- Demonstrate analytical and problem-solving skills, including the ability to collect, integrate, analyze, and use data and information, and compare and evaluate possible actions or courses of conduct based upon such analysis.
- Maintain a positive, professional image of CRCA at all times
- Complete job-related training and continuing education to maintain and expand skills and knowledge as assigned and required.
- Reliable, predictable attendance is required. On call status may be required
- Maintain positive working relationships with customer agencies, as well as other PSAPs. Be familiar with the needs of the communities CRCA 911 serves and ensure CRCA 911 has adequate resources to meet those needs and the needs of the staff.
- Ability to make presentations to management, external government and non-government organizations as circumstances require.
- Remain calm and effective during emergencies, even during heavy workloads, exercise good judgment, prioritize emergent and non-emergent situations accurately, and obtain and act on information quickly and accurately.
- Perform all other duties as assigned

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Qualifications

Knowledge

- Principles of supervision and training.
- Policies and procedures of CRCA 911.
- Operations, services, and activities of CRCA 911
- Operational characteristics of modern public safety telecommunications equipment, including computer-aided dispatch, multi-line administrative and 911 phone systems, multi-channel radio systems, voice recording equipment, and other critical systems of CRCA 911
- Incident Command System (ICS), National Incident Management System (NIMS), and related disaster response.
- Knowledge and understanding of organizational and command structure of each emergency response agency.
- Techniques of questioning both emergency and non-emergency calls, including Emergency Medical/Fire Dispatch techniques.
- Dispatching techniques with use of radio systems and ancillary systems for communicating information.
- Customer service standards and problem resolution techniques.
- Principles and practices of record keeping and documentation.
- Geographic features and locations of Fremont and Custer Counties and surrounding jurisdictions; including service agency boundaries and areas of responsibility.
- Modern office technology and equipment, including computers and related software applications.
- Fair Standards Labor Act rules regarding overtime, working hours, etc. that affect line employees.
- Federal and state laws, standards, and record-keeping regarding Criminal Justice Information System(s).
- Applicable Federal, State and local codes, laws and regulations.

Experience and Training Guidelines

Experience

- (Internal Applicants) Minimum of 36 months of public safety telecommunications and dispatch experience.
- (External Applicants) Minimum 48 months of telecommunicator experience with 24 months of supervisory experience preferred.

Training

- High school diploma or G.E.D.; supplemented by specialized training in public safety communications.
- Other combinations of experience and education that may meet the minimum requirements may be substituted at the discretion of the Deputy and Executive Directors.

License or Certification(s)

- Emergency Medical Dispatch Certification and acceptable quality assurance IPRs.
- Emergency Fire Dispatch Certification and acceptable quality assurance IPRs.
- Continuing education in leadership required.
- Supervisor course to be completed within 6 months of promotion/hire.
- Ability to obtain and/or maintain Colorado Crime Information Center (CCIC) and National Crime Information Center (NCIC) computer operator certifications.

Working Conditions

Environmental Conditions

This position is performed in the following work environment:

Office Environment.

Schedule Conditions

This position may involve regular and irregular shift work and shift rotations when necessary. Work shifts are normally twelve hours in duration, but may be extended in the event of an emergency, disaster, employee shortage, workload, or work-in-progress. Work schedules involve 24/7 scheduling including weekends and holidays. Supervisors will be expected to cover shift shortages and will share responsibility for managing the schedule and call-offs on an assigned weekly basis.

Physical Conditions

This job is characterized by: **Sedentary Work**

- Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects such as your own body, mouse, keyboard, office chair, etc.
- Sedentary work involves sitting most of the time.

The following physical activities are very or extremely important in accomplishing the position's purpose and/or performed on a daily basis:

- While performing the duties of this position, the employee may sit for prolonged periods.
- The employee is regularly required to see, hear, talk, stand, twist, and use repetitive motions in the conduct of work.
- The employee is required to remain calm during stressful and/or high activity situations.

Per the American with Disabilities Act (ADA), reasonable accommodations will be made for qualifying employees with disabilities.