

DATE	May 2007
JOB CODE	
FLSA	NON-EXEMPT
EEO	

JOB TITLE: Telecommunications Shift Supervisor

DEPARTMENT/DIVISION: Police

REPORTS TO: Telecommunications Center Manager

**SUMMARY:** Responsible for supervising dispatchers in the Telecommunications center on assigned shift. Duties include assigning tasks, counseling employees, providing quality control, monitoring and providing direction to trainers and new employees and supporting Telecommunications Center Manager and Telecommunications Professional Standards Coordinator in project and administrative tasks as assigned. Work requires limited supervision.

## **ESSENTIAL JOB FUNCTIONS:**

- Supervises staff on an assigned shift, to include: prioritizing and assigning work; conducting performance evaluations; ensuring staff are trained; ensuring that employees follow policies and procedures; and, maintaining a healthy and safe working environment.
- Monitors and reviews quality of paperwork and computer database entries.
- Prepares and maintains a variety of records related to day-to-day day activities for assigned shift.
- Supervises and participates in answering incoming 911, TTY emergency and nonemergency calls. Prioritizes calls and determines proper routing utilizing established guidelines and operating procedures. Assigns calls and report numbers. Dispatches animal control officers, police officers, firefighters, and ambulance services to calls for service. Confirms warrants for internal and external agencies.
- Supervises and participates in the monitoring of radio channels and dispatching of appropriate public safety personnel. Ensures dispatch of officer requests for back-up or traffic-related assistance.
- Provides pre-arrival instructions for emergency medical calls and relays vital information to hospital emergency rooms when necessary.
- Supervises and maintains the accurate status of each officer on patrol, including times in and out of service and locations. Documents all traffic stops.
- Runs wanted and/or stolen checks through the NCIC/TCIC computer system for outstanding warrants or other information. Confirms and relays information to originating officers.
- Inputs and monitors burglary reports, protective orders, and missing person reports from applicable regional, state, and national databases.
- Sends teletypes, which includes entering, clearing, and validating computer entries.
- Completes supplemental reports as needed for the recovery of property. Forwards documentation to applicable internal departments.
- Obtains a variety of information for officers and/or applicable external agencies, which

- may include: driver's license information, criminal histories, property information, and/or other related information. Confirms warrants for internal and external agencies.
- Assists Telecommunications Center Manager and/or Telecommunications Professional Standards Coordinator with administrative duties, to include but not limited to: new employee background investigation, conducting quality assurance review, participating in creation, development and maintenance of Telecommunications training program, and other tasks/projects as assigned.
- Performs other duties as assigned.

#### SUPERVISORY/BUDGET RESPONSIBILITIES:

• Supervisory responsibility over Telecommunications Dispatchers assigned to shift.

# KNOWLEDGE, SKILLS, AND ABILITIES:

- Knowledge of supervisory principles;
- Knowledge of two-way multi-frequency transceiver terminology, procedures, and techniques;
- Knowledge of emergency communications facility operations, procedures, and standard policies;
- Knowledge of basic law enforcement and emergency management operations;
- Skilled in monitoring and evaluating subordinates;
- Skilled in delegating and prioritizing work;
- Skilled in providing customer service;
- Skilled in remaining calm in stressful situations;
- Skilled in operating multi-line phone systems;
- Skilled in preparing reports;
- Skilled in training subordinates on work methods;
- Skilled in identifying training needs and participating in the resolution of same;
- Skilled in operating applicable equipment;
- Skilled in making sound decisions with broad guidelines;
- Skilled in reading, interpreting, applying, and explaining rules, regulations, policies, and procedures;
- Skilled in preparing clear and concise reports;
- Skilled in maintaining sensitive and confidential information;
- Skilled in operating a computer and related software applications;
- Skilled in communicating effectively with a variety of individuals.

## MINIMUM QUALIFICIATIONS:

- High School Diploma or G.E.D.
- Two years of radio dispatch experience in a law enforcement communications center
- Basic Telecommunication Certification must obtain TCLEOSE certification within six months of employment if not certified in Texas.
- NCIC/NLETS Certification.

- Possess, or obtain within six months of employment, TCIC/TLETS Certification.
- Emergency Medical Dispatcher Certification
- CPR Certification.

#### **PREFERENCES:**

- Recent radio dispatch experience (within last five years)
- Utilization of CAD and E911 systems
- NAEMD (National Academy of Emergency Medical Dispatch) certification

## **WORKING CONDITIONS:**

- Frequent reaching, sitting, talking, seeing, hearing, andmanual dexterity.
- Work is typically performed in a standard office environment.
- Must be able to work any shift assignment, including holidays and weekends.

#### **CONDITIONS OF EMPLOYMENT:**

- Must pass pre-employment drug test.
- Must pass criminal history check and thorough background investigation.
- Must pass pre-employment polygraph and psychological screenings.
- Must pass motor vehicle records check.