

COMMUNICATIONS SUPERVISOR

JOB SUMMARY

Under general supervision, supervises Communications Operators and other personnel in the operation of the South Bay Regional Public Communications Authority and performs other related duties as assigned.

MAJOR DUTIES

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the class.

- Supervises Communications Operators and other assigned personnel to ensure Authority services are effectively provided.
- Develops and supervises training programs and monitors the progress of newly hired personnel.
- Monitors and maintains appropriate staffing levels.
- Maintains supervision and control of the dispatching of police and fire services in accordance with established policies and procedures.
- Reviews work of subordinates, evaluating performance, handling performance improvement, writing performance evaluations, and making recommendations for corrective action and additional training.
- Conducts audits and inspections of various work unit activities.
- Trains and mentors subordinates to help them prepare for future special assignment and/or promotional opportunities.
- Administers discipline when appropriate.
- Performs the duties of a Communications Operator as assigned or in cases of emergencies.
- Investigates complaints and prepares reports in connection therewith.
- Monitors the functionality of various computer, phone, and radio systems to ensure their proper operation and reports malfunctions or problems with equipment as appropriate.
- Participates in professional organizations and recommends changes in operational procedures.
- Aids in the preparation of work schedules and re-arranges work schedules and assignments of personnel as emergencies and other unforeseen circumstances arise.
- Exercises good judgment and makes sound decisions when dealing with workplace conflict.
- Assists with screening applicants for employment and other recruitment related tasks.
- Assists the Authority's Administration in the performance of administrative tasks as assigned.
- Provides excellent customer service.
- Performs related duties as assigned.

MINIMUM QUALIFICATIONS:

EDUCATION:

- High school diploma or equivalent.

EXPERIENCE:

- Three years of experience working in a public safety dispatching environment, at least two years of which was as a Communications Operator for the Authority and trained in handling complaints, police dispatching, and fire dispatching.

LICENSES:

- Possession of a valid California driver's license.

KNOWLEDGE, SKILLS, AND ABILITIES

KNOWLEDGE OF:

- Authority policies and procedures.
- The methods, procedures, techniques and equipment used in modern computer-aided public safety dispatch systems.

SKILL IN:

- Typing at least 35 net words per minute while conversing on the telephone and/or radio.
- Using Microsoft Office software.

ABILITY TO:

- Supervise subordinates in demanding, stressful, around-the-clock shift work.
- Anticipate and minimize conflict and resolve conflict effectively.
- Maintain a positive attitude amidst adversity and model positivity for subordinates.
- Adapt to change and assist subordinates with adapting to change.
- Provide effective leadership and direction to subordinates in order to maintain orderly operations.
- Instruct and supervise the instruction of probationary Communications Operators.
- Investigate complaints and prepare reports.
- Identify and address performance issues of subordinates and provide them with constructive and timely feedback for improvement.
- Keep personnel matters confidential.
- Recognize problems, issues, and concerns and respond appropriately.
- Gather information systematically and sort through complex issues.
- Seek input as appropriate from subordinates, peers, and superiors.
- Make timely and difficult decisions.
- Communicate decisions to appropriate levels of the organization.
- Establish and maintain effective working relationships with personnel in other departments and offices of the Authority.

- Hear multiple simultaneous conversations from the radio, telephone, and colleagues while being able to readily distinguish between the different voices and sources in order to ascertain relevant information quickly and accurately.
- Read, write, and spell accurately.
- Speak clearly, distinctly, calmly, and correctly with good, even modulation.
- Understand, retain and repeat simple and complex oral and written instructions.
- Control conversations, quickly gathering pertinent and relevant information.
- Anticipate needs, evaluate alternatives, and develop contingency plans.
- Respond quickly, efficiently and calmly during emergencies and stressful situations while adopting and implementing effective courses of action.
- Work all shift assignments including nights, weekends and holidays as well as mandatory overtime.