

JOB DESCRIPTION



PUBLIC SAFETY COMMUNICATIONS SUPERVISOR

DEFINITION

Under direct supervision of the Police Department Services Division Commander, plan, supervise and

participate in the communication activities of the Police and Fire Department's public safety communications center; organize, carry out and maintain records for communications purchasing and repairs; participate in training programs; train and evaluate subordinates; perform Public Safety Dispatch duties as required; work shift work including weekends, holidays, nights and evening hours.

EXAMPLES OF DUTIES: (These examples are intended only as illustrations of the various types of work performed in positions allocated to this class. The examples of work performed are neither restricted to or all-encompassing of the duties to be performed under this job title. **(E=Essential Duty; M=Major Portion of Time)**)

- Schedule Communications personnel for the most effective utilization of available personnel. **(E-M)**
- Supervise, train and evaluate all Communications personnel. **(E-M)**
- Supervise 911 operations, Computer Aided Dispatch (CAD), California Law Enforcement Telecommunications System (CLETS), National Crime Information Center (NCIC), and public safety computer functions as they relate to the Communications Center. **(E-M)**
- Facilitate the maintenance and repair of departmental communications equipment. **(E)**
- Perform as the application manager for the Computer Aided Dispatch and Records Management. **(E-M)**
- Act as a liaison officer with other departments, law enforcement agencies, and cities. **(E)**
- Monitor station and communications security and surveillance. **(E)**
- Schedule communications equipment maintenance. **(E-M)**
- Inventory and order supplies.
- Evaluate and assist in the professional development of assigned staff. **(E-M)**
- Perform all related duties of a Public Safety Communicator as required. **(E)**
- Participate in the preparation of the operational/capital budgets for the department.
- Maintain operational budget accounts.
- Coordinate and implement mobile emergency communication resources and equipment as needed.
- Participate in training and updating programs, and prepare and update policies and procedures as required. **(E)**
- Work rotating shifts, including weekends, holidays, nights, and evening hours. **(E)**
- Perform related work as required.

QUALIFICATIONS

Knowledge and Skills:

- Typing skills at a speed of 35 net words per minute.
- Good written and verbal skills, using good English grammar and diction.
- Skill in thinking and acting quickly, calmly, and appropriately in emergency situations.
- Good interpersonal skills, including dealing politely and effectively with citizens who may be

- emotionally upset, excited, or distraught.
- Good record keeping and clerical skills using independent judgment and requiring speed and accuracy.
 - Skill in establishing and maintaining harmonious working relations with subordinates, department personnel, supervisors, other City employees, and the general public.
 - Working knowledge of modern office equipment, practices, and procedures desirable.
 - Working knowledge of the City of Ukiah, including the location of streets and important buildings desirable.
 - Ability to work rotating shifts and long hours without a break.
 - Ability to sit for long periods of time.
 - Working knowledge of the Penal Code, California Vehicle Code, and Uniform Fire Code desirable.
 - Computer systems experience.
 - Knowledge of Public safety communication systems and organization, procedures, and practices.
 - Knowledge of principles and practices of supervision, training, and administration.

Education and Experience:

High School Diploma or equivalent and four (4) years of full-time experience as a Public Safety Communicator with a municipality including one (1) year of Communications Training Officer experience. Bilingual –Spanish speaking abilities preferred.

Necessary Special Requirement:

- Possess and maintain a valid Class C California Driver's License and a safe driving record necessary to operate assigned vehicle(s).
- Possess a P.O.S.T. Basic Dispatch Certificate.
- Successful completion of the Peace Officer Standards and Training (POST) Certified Civilian Dispatch Supervisor course within one year of hire date and before completion of probationary period.

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