

COMMUNICATIONS SUPERVISOR

DISTINGUISHING FEATURES OF THE CLASS: The work involves responsibility for the Communications Division of the Department of Emergency Services. The incumbent is responsible for development and administration of policies and procedures affecting the Communications division. The work is performed under the general direction of the Director of Emergency Services with wide leeway for the exercise of independent judgement. Supervision is exercised over the work of Sr. Emergency Services Dispatchers. Performs related work as required.

TYPICAL WORK ACTIVITIES:

Prepares and maintains understanding of center policies and procedures, County Personnel rules and regulations and Federal, State and County laws;

Ensures compliance with Center policies and procedures and County Personnel rules and regulations by all personnel under their supervision;

Resolves complaints made against the Center or its staff ;

Prepares correspondence regarding personnel under his/her supervision including commendations or disciplinary actions as required;

Maintains a thorough knowledge of the proper use and operation of all Public Safety computer equipment;

Prepares specifications for purchase of communications equipment;

Documents all equipment problems and malfunctions, making the appropriate arrangements for repair;

Disseminates new and/ or procedural information to employees;

Participates in the promotion of a clean, safe and healthy work environment;

Hires, evaluates the performance of and disciplines all dispatch personnel.

Verifies all new addresses with telephone company and Real Property and maintains a liaison with Dispatch Centers in all matters regarding 911.

Receives discrepancy phone/address numbers from Dispatch Centers and files with the telephone company;

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS

Thorough knowledge of all emergency service providers within the county;

Thorough knowledge of the communications center policies and procedures;

Thorough knowledge of Federal, State and local laws, rules and regulations that pertain to the operations and functions within a communications center;

Thorough knowledge of the practices and procedures of the operation of Emergency Service Radio, telephone and related communication center equipment;

Thorough knowledge of emergency service terminology;

Ability to react quickly, calmly and effectively in emergency situations.

Ability to supervise subordinate employees;

Ability to use tact, good judgement and courtesy when dealing with subordinate employees, the public and other agencies;

Ability to communicate clearly both orally and in writing;

Ability to quickly and accurately enter orally transmitted data utilizing typewriter style keyboard;

Ability to perform routine clerical tasks such as making written entries on simple records such as logs or lists, filing written records in alphabetical order and simple typing/data entry;

Physical condition commensurate with the demands of the position;

MINIMUM QUALIFICATIONS:

A) Five years experience as a Dispatcher in an emergency services organizations, one of which must have been in a supervisory capacity; OR

B) Graduation from a regionally accredited or New York state college or university with an Associate's Degree in an Emergency Medical Services, Fire Protection Technology or closely related field and three years experience as an emergency service dispatcher, one of which must have been in a supervisory capacity; OR

C) An equivalent combination of training and experience as indicated within the limits of A) and B) above.