

TELECOMMUNICATOR SUPERVISOR

CODES/PAY GRADE

Class Code: 3127
Grade: 119

EEO Code: D

FLSA: NE

Pay

MAJOR FUNCTION

Supervisory public safety work in the Communications Section.

ILLUSTRATIVE DUTIES

(NOTE: These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.)

Supervises public safety telecommunication employees. Ensures that new employees receive the proper training required to successfully perform the duties of a Telecommunicator. Provides training to subordinate personnel. Monitors new employees on various phases of communications operations.

Assists and instructs subordinates on unusual or exigent calls.

Activates emergency support systems for continuity of operations to maintain the various communications systems when required by failures of the regular systems.

Makes inspections of subordinates for appearance. Assigns work stations and duties. Reviews work to ensure accuracy, completeness and compliance with work standards. Evaluates performance of subordinate personnel. Explains and interprets general and special orders. Maintains discipline. Reviews the work of subordinates through inspection and observations. Makes oral and written reports on a periodic basis.

Ensures responsive communications flow between other sections, divisions, or departments to achieve the objectives of the public safety department.

Performs related work as required.

KNOWLEDGE, ABILITIES AND SKILLS

Knowledge of rules and regulations of the public safety department, and governing federal and State laws and ordinances. Knowledge of applicable Federal Communications Commission rules and regulations. Knowledge of the various emergency support systems for all supporting agencies, with particular reference to continuity of operation when normal systems fail. Working knowledge of the physical and social characteristics of the area and of criminal and civil law, with particular reference to their impact on

communications.

Ability to use and operate current communications equipment and procedures. Ability to assign, instruct, and review the work of subordinates, obtain information through interview,

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interrogation, and observation. Ability to remember names, locations and details of incidents. Ability to understand and execute difficult oral and written directions. Ability to deal courteously and effectively with the public.

MINIMUM QUALIFICATIONS

Two (2) years of experience as a Telecommunicator (Level III) including one (1) year of experience as a designated CTO or Assistant Shift Supervisor;

A comparable amount of education, training, or experience may be substituted for the minimum qualifications.

Fire/EMS Assignment:

Must possess and maintain current EMT and EMD certifications.

ADA REQUIREMENTS

Physical Demands: Sedentary work. Ability to see, hear, talk, sit, reach, grasp; finger dexterity. Ability to tolerate long-term sitting and use of CRT screen.

Environmental Demands: Inside work. Ability to tolerate confined, closed space.

Mental Demands: Ability to read and comprehend technical and professional journals, manuals, procedures and instructions; maps, layouts, memos, summaries, reports and evaluations. Ability to perform basic mathematical functions. Ability to write compound sentences relaying information, data and details such as in evaluations, memos, summaries and reports. Ability to speak clearly and concisely to layman; public/extemporaneous speaking.

Revised 10/94

Revised 10/96

Revised 3/04