

## KITSAP COUNTY CLASS SPECIFICATION

**TITLE:** ASSISTANT SUPERVISOR

**DEPARTMENT:** CENCOM

**REPORTS TO:** Shift Supervisor (CALEA 1.1.3)

**PROVIDES WORK DIRECTION TO:** Emergency Telecommunicator Trainee, Emergency Telecommunicator, Primary Call Receiver

### **GENERAL STATEMENT: (CALEA 4.1.4a,c)**

This is responsible emergency 9-1-1 communications lead work for the Kitsap County Central Communications Department (CENCOM). This incumbent performs telecommunicator duties, providing direction and immediate correction to team members, assumes responsibility for the operation of a shift in the absence of a Shift Supervisor, and assists the Shift Supervisor in the performance of their duties.

The incumbent performs responsible telecommunications work in the reception and transmission of 9-1-1 telephone and radio emergency medical, fire and law enforcement service calls and complaints, and inquiries from the public. The employee is responsible for evaluating information to determine jurisdiction, equipment and personnel to be dispatched, utilizing a sophisticated Computer Aided Dispatch system. Works rotating shifts in a 24 hour-a-day, 7 day-a-week operation that includes weekends and holidays. CENCOM values our community's diversity and strives to reflect that diversity in our staff and respect that diversity in the delivery of our services.

Work is performed in accordance with established departmental procedures and State and Federal regulations. Work is reviewed through results obtained, meetings and conferences. Instructions will be received orally or in writing from the Shift Supervisor, Training and Operations Manager, Deputy Director or Director. The shift supervisor will review work through observation and inspection of duties performed, through evaluation of reports and shift information submitted, and through contact with representatives of the agencies served by CENCOM.

**ILLUSTRATIVE EXAMPLES OF DUTIES:** (Any one position may not include all of the duties listed nor do the listed examples include all tasks which may be found in positions of this class.)

#### Essential Job Functions:

Provide control, direction and guidance to all Emergency Telecommunicators, Trainees and Primary Call Receivers as needed, even when performing Telecommunicator duties.

Assume responsibility for the operation of the center on a shift in the absence of a Shift Supervisor.

Provide on-the-job training to employees.

Assist shift supervisor in the supervision of assigned staff, including setting work priorities, planning, organizing, assigning, advising, assisting, motivating and training as necessary.

Assist in evaluating the work of assigned staff and participate in the selection of new employees, including making recommendations to the Director regarding hiring, discipline, transfer and termination. May, in an emergency, temporarily suspend an employee.

Investigate complaints, disciplinary problems, and other personnel issues in accordance with established policies and procedures.

Participate in staff functions such as supervisor meetings, shift meetings, etc.

Ensure all employees are adequately briefed for each shift worked.

Suggest and implement additional training to insure proper use of equipment and up-to-date techniques to be employed.

Keep management informed on all operational and administrative issues on assigned shift. Provide input/documentation on personnel performance as appropriate.

Attend, participate in, and/or conduct disciplinary meetings, counseling sessions, and disciplinary hearings as appropriate.

Operate computer aided dispatch system (CAD). Operate emergency TDD for hearing-impaired caller.

Answer "9-1-1" phone lines (Enhanced 9-1-1 system) and regular phone lines, both emergency and routine calls, obtain information for and assign priorities to calls for service and refer to proper authority. Handle multiple duties at one time and prioritize duties according to the nature of the request. Monitor radio in-center and phone traffic simultaneously.

Operate Law Enforcement and Fire consoles; monitor, dispatch and maintain location and status on all in-service and on-call law enforcement, fire, medical personnel and equipment. Handle encoder operation, off duty call-up, and multiple responses.

Read City and County maps accurately and quickly. Maintain familiarity with major roads, streets, hospitals, schools, churches, buildings and other landmarks in Kitsap County. Relay complicated information to road units in a brief yet complete manner immediately.

Deal effectively with upset, confused, hostile or hysterical people by phone.

Work in a confined secure area with no outside contact. Remain in work area for assigned shift including lunch and breaks with the majority of time at the computer terminal.

Work with concentration despite any distractions, interruptions or problems. Deal with sensitive (i.e. confidential) information in a discreet and professional manner. Remain alert, calm and courteous under extreme stress situations. Work shift work under high stress conditions. Work closely with others in a compatible and mutually supportive way in a teamwork concept.

Respond to telephone requests from, and relay information between, various public agencies using a variety of equipment including the WACIC/NCIC system.

Answer all law enforcement officers' radio requests for warrant, vehicle, driver and records check information.

Study the Standard Operating Procedures (S.O.P.) and appropriate manuals to acquire thorough knowledge of CENCOM operations and procedures.

Record information and maintain required logs, event cards and other forms during periods of computer aided dispatch down time.

Appear for scheduled work with regular, reliable and punctual attendance. Establish and maintain cooperative, effective, and productive working relationships using tact, patience and courtesy. Effectively plan and organize work and complete tasks within prescribed timeframes.

May be required to work over 40 hours in a workweek.

#### Other Job Duties:

Assist training supervisor in the orientation of new personnel.

Perform other related duties as assigned.

#### **DISTINGUISHING FEATURES:**

The Assistant Supervisor classification is distinguished from the Emergency Telecommunicator classification by the performance of supervisory duties and increased knowledge, skill and abilities required. The Assistant Supervisor classification is distinguished from the Shift Supervisor classification by the frequency of performance of supervisory duties.

**WORKING CONDITIONS/PHYSICAL REQUIREMENTS:** (The physical demands described are representative of those that must be met by the employee to successfully perform the essential functions of this job. Kitsap County provides reasonable accommodation to enable individuals with disabilities to perform the essential functions.)

Work is performed in a high security, high stress/activity communication dispatch center, which is a confined secure area with no outside contact. The employee must remain in this work area for the assigned shift, including lunch and breaks and be able to work closely with others in a compatible and mutually supportive way in a teamwork concept. The majority of time is spent at the computer terminal and requires sitting for long periods of time, exposure to CRT's and high noise levels and sounds, i.e. tones and alarms. The incumbent must use telephone-operator type headsets, have the ability to enter information into a computer terminal, and precisely hear voices and respond orally in a clear manner. The incumbent must be able to work with concentration despite any distractions, interruptions or problems, deal with sensitive (i.e. confidential) information in a discreet and professional manner, remain alert, calm and courteous under extreme stress situations, and work shift work that may require various shifts and irregular hours, under high stress conditions.

#### **KNOWLEDGE & ABILITIES:**

Knowledge of: Effective supervisory/lead work principles and practices. State and Federal Laws governing secrecy of communications; Kitsap County geography or ability to learn; City, County, State, and Private agencies, facilities and resources. Working knowledge of Standard Operating Procedures for CENCOM and law enforcement and fire user agencies; working knowledge of State and National law enforcement computerized information systems.

Ability to: Exercise good judgment. Make sound decisions. Apply common sense under stressful and emergency conditions. Make quick, accurate decisions affecting life and/or property. Understand and retain legal data and computer formats. Remain alert, calm, courteous, and professional under extreme stress situations. Work shift work that may require various shifts and

irregular hours. Work under high stress conditions. Accurately and efficiently enter data.

## **QUALIFICATIONS:**

Two years of experience as a telecommunicator/dispatcher in a high volume police, fire or emergency medical dispatch facility (150,000 dispatched events per year) with enhanced 911 and computer-aided dispatch is required. Must be qualified as 911 call receiver, law enforcement, fire, and emergency medical dispatcher. Have good oral and written communication skills and the ability to speak English clearly and distinctly at all times, despite extreme stress. Must have telephone at residence or carry pager at own expense. Accurately and efficiently enter data. High School graduate or GED preferred.

## **LICENSES, CERTIFICATES & OTHER REQUIREMENTS:**

Must pass a series of written and computer based pre-employment examinations, a psychological evaluation, drug test, and hearing test prior to appointment (CALEA 4.3.7 and 4.3.8).

Must possess and maintain the following required certifications:

- Emergency Medical Dispatch Certification as required by the Kitsap County EMS Council;
- Telecommunicator I (T1) and Telecommunicator II (T2) through the Washington Criminal Justice Training Commission;
- Heartsaver AED and Adult, Child and Infant CPR;
- WACIC (ACCESS level 2) as required by the Washington State Patrol; and
- NIMS ICS as required by Department of Homeland Security.

Must be able to fulfill all traveling requirements of this position and meet the qualifications and guidelines of the Fleet Risk Control Policies in the operation of a motor vehicle on County business, including possessing and maintaining a valid Washington State Driver's License and the appropriate amount of automobile insurance.

CENCOM is a critical 24/7 public safety agency which operates in all weather and emergency conditions. The incumbent may be required to respond regardless of external factors and outside of regular work hours.

Must have a private telephone line to residence for 24-hour availability, a ready and dependable means of transportation and be willing to carry a pager and/or cellular phone.

**NOTE: A criminal background check including a national fingerprint check through law enforcement agencies will be conducted on all successful applicants prior to their being appointed to this position.**