**Kitsap 911 Class Specification**

**PUBLIC SAFETY COMMUNICATIONS ASSISTANT SUPERVISOR**

**Reports to:** Deputy Director

**Receives direction from:** Public Safety Communications Supervisor

**Provides lead direction to**: Public Safety Telecommunicator Trainee, Public Safety Telecommunicator I, and Public Safety Telecommunicator II

**General Statement: (CALEA 4.1.4a)**

Public Safety Communications Assistant Supervisors perform the critical public safety function of receiving an transmitting E (Enhanced) 911 telephone and radio emergency medical, fire, and law enforcement service calls. Using a computerized telephone system and sophisticated Computer Aided Dispatch (CAD) system, Public Safety Communications Assistant Supervisors evaluate information to determine jurisdiction, equipment and personnel to be dispatched. Public Safety Communications Assistant Supervisors deal with sensitive information in a discreet and professional manner and handle multiple requests at one time, prioritizing them according to the nature of the request for service. Public Safety Communications Assistant Supervisors provide direction and immediate correction to team members, assume responsibility for supervising shift operations in the absence of a Dispatch Supervisor, and assist Dispatch Supervisors in the performance of their duties.

Public Safety Communications Assistant Supervisor is distinguished from other Dispatch classifications by the performance of supervisory duties and increased knowledge, skill and abilities required. Work is performed in accordance with established departmental procedures and State and Federal regulations. Work is reviewed through results obtained, meetings and conferences. Public Safety Communications Assistant Supervisors receive instructions in person and in writing from the Public Safety Communications Supervisor, Training Program Manager, Operations Program Manager, Deputy Director and/or Director. The Public Safety Communications Supervisor reviews incumbents’ work through observation and inspecting duties performed, evaluating reports and shift information submitted, and contact with representatives of the agencies served by Kitsap 911.

Kitsap 911 is a critical 24/7 public safety agency which operates in all weather and emergency conditions. Kitsap 911 values our community’s diversity and strives to reflect that diversity in our staff and respect that diversity in the delivery of our services.

**Examples of Duties:**

These listings are not designed to list every duty or responsibility, but rather to illustrate the essential functions and responsibilities the job:

* Perform all the functions of Public Safety Telecommunicator IIs and Public Safety Telecommunicator Is, including:
  + Operate computer aided dispatch system (CAD) and a computerized phone and radio system. Answer E9-1-1 (Enhanced 9-1-1 system), regular, designated Law Enforcement and Fire personnel, and direct ring down phone lines.
  + Operate Law Enforcement and Fire consoles.
  + Respond to telephone requests from, and relay information between, various public agencies using a variety of equipment including the WACIC/NCIC and ACCESS systems. Complete thorough data entries into WACIC/NCIC.
  + Work closely and coordinate responses with public safety agencies within Kitsap County and other jurisdictions.
  + Troubleshoot minor CAD problems
  + Respond to requests from agency personnel for tow trucks, taxi cabs, address searches, reverse checks and checks on previous event information.
  + Handle incoming TDD requests to include Criteria Based Dispatch (CBD) instructions for hearing impaired callers.
  + Record information and maintain required logs, event cards and other forms during periods of computer aided dispatch down time.
  + Maintain familiarity with major roads, streets, hospitals, schools, churches, buildings and other landmarks in Kitsap County.
  + Maintain familiarity with the Directive Management System (DMS), equipment trouble shooting guide, call-out cards, intranet and internet applications.
  + Assist the Training and Operations Managers with orienting new personnel to the job.
  + Communicate effectively, in writing, over the phone, and in person, using tact, patience, respect, and courtesy.
  + Be organized, proficient at multi-tasking, and handle work assignments effectively and accurately despite interruptions and/or short timelines or deadlines.

In addition, Public Safety Communications Assistant Supervisors:

* + Provide leadership, direction and guidance to all Public Safety Telecommunicator Is, IIs and Trainees as needed, even while performing Dispatch duties.
  + Assume responsibility for operating the center on shifts when Supervisors are absent.
  + Provide on-the-job training to employees. Suggest and implement additional training to insure proper use of equipment and up-to-date techniquesAssist Supervisor with supervising assigned staff, including setting work priorities, planning, organizing, assigning, advising, assisting, motivating and training as necessary. Assist with 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. Attend, participate in, and/or conduct disciplinary meetings, counseling sessions, and disciplinary hearings as appropriate.
  + Participate in staff functions such as supervisor meetings, shift meetings, etc. Ensure all employees are adequately briefed for each shift worked.
  + Keep management informed on all operational and administrative issues on assigned shift. Provide input/documentation on personnel performance as appropriate.

**Working Environment/Physical Requirements for all job levels working on the dispatch floor:**

*(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 911 provides reasonable accommodation to enable individuals with disabilities to perform the essential functions.)*

Positions in this classification typically require:

* Performing work in a high security, emotionally demanding and high activity communication dispatch center.
* Sitting for long periods of time while performing dispatch duties.
* Reaching, handling/grasping documents.
* Walking short distances.
* Vision sufficient to read written materials and computer screen data.
* Repetitive motions while entering information in to computer keyboards for extended periods.
* Clear speaking and hearing sufficient to communicate effectively and respond appropriately through the Computer Aided Dispatch System.
* Use of telephone-operator type headsets to precisely hear voices and other sounds.
* Working a variety of rotating shifts in a 24 hour-a-day, 7 day-a-week operation with diverse shift schedules (such as day shift, swing shift, graveyard, and other variations). The job may require working irregular hours, weekends, holidays, mandatory overtime required reporting regardless of weather conditions, and sometimes, and limited time off.
* Exertion of force of 20 pounds occasionally and/or 10 pounds frequently to lift/carry/move objects, files, and other materials.

Incumbents may be exposed to:

* Computer monitors, and high noise levels and sounds, i.e. tones and alarms.
* Potentially very emotionally demanding conditions when communicating with distraught callers, victims of crimes, violent or hostile individuals.

**Minimum Qualifications**

* Two years of recent (within last five years) experience as a dispatcher in a high-volume police, fire or emergency medical dispatch facility with enhanced 911 and computer-aided dispatch.
* Recent, successful completion of Kitsap 911's internal Law Enforcement dispatch training program and sufficient demonstration of radio dispatch skills may be substituted for the experience requirement.
* Demonstrated successful leadership and training experience and supervisory potential.

# Preferred Education, Experience or Other Qualifications

High school graduate or GED equivalent.

# Required Licenses, Certificates, Examinations/Tests and Other Requirements

* ***Please note:*** *The incumbent is responsible for obtaining and maintaining all of the following required licenses, certifications and other requirements.*

Prior to employment the successful candidate must:

* Pass a series of written and computer based pre-employment examinations.
* Successfully pass each part of a multi-phase pre-employment examination, which includes medical/fitness, hearing test, drug test, and psychological examinations as well as a criminal background check that includes a national fingerprint check through law enforcement (CALEA 4.3.7 and 4.3.8).
* At time of appointment, the successful candidate must possess (and maintain during employment) the following:
* A private telephone line for 24-hour availability.
* A dependable means of transportation.
* Willingness to carry a pager and/or cellular phone
* A valid Washington State Driver’s License.

**At the time of appointment, the successful candidate must possess:**

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

**AND**

# Demonstrate proficiency with computer aided dispatch system, call receiving, and law enforcement or fire/medical dispatch.

# Required Knowledge, Skills and Abilities

Knowledge of:

* General information regarding State and Federal Laws governing secrecy of communications.
* Kitsap County geography.
* Proper English language, spelling and grammar.
* Computer data entry
* Principles of supervision

**Skills and/or Ability to:**

* Provide guidance, training, and leadership to other employees
* Appear for scheduled work with regular and punctual attendance.
* Establish and maintain cooperative, effective and productive working relationships with citizens, other public safety personnel and coworkers using tact, patience and courtesy.
* Communicate effectively both orally and in writing.
* Work closely with others in a compatible and mutually supportive way in a teamwork concept. Operate a variety of technological devices.
* Effectively plan and organize work and complete tasks within prescribed timeframes.
* Learn, memorize and retain relevant information.
* Make quick, accurate decisions affecting life and/or property.
* Handle multiple duties at one time and prioritize duties according to the nature of the request.
* Think and act rapidly and calmly in emergency situations.
* Adapt to changing situations.
* Control personal emotional responses and perform appropriately under highly demanding circumstances.
* Deal effectively with upset, confused, hostile or hysterical people by phone.
* Monitor radio and phone traffic simultaneously. Understand and follow oral and written instructions.
* Speak and read English and enunciate clearly while maintaining a rapid speech rate.
* Listen effectively, precisely hear voices and other sounds through a computer system head-set.
* Deal with sensitive information in a discreet and professional manner.
* Grasp and retain legal data and computer formats.
* Relay complicated information to road units in a brief yet concise manner immediately.
* Work with concentration despite any distractions, interruptions or problems.
* Accurately enter information into a computer terminal.
* Work in a confined secure area with no outside contact.
* Remain in work area for 10 hours including lunch and breaks.
* Perform shift work under periodically highly emotionally demanding conditions.
* Work over 40 hours in a workweek as needed.

**All classifications employed on the dispatch floor are:**

* Classified as eligible for overtime under the Fair Labor Standards Act (FLSA)

Kitsap 911 is an Equal Opportunity Employer. (CALEA 4.1.4c)