**Kitsap 911 Class Specification**

**PUBLIC SAFETY COMMUNICATIONS SUPERVISOR**

**Reports to:** Deputy Director

**Receives direction from:** Operations Program Manager, Training Program Manager, Professional Standards Program Manager

**Supervises**: Public Safety Telecommunicator Trainee, I, II, and Public Safety Communications Assistant Supervisor

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

Public Safety Communications Supervisors perform responsible supervisory emergency 9-1-1 communications work for the all lead dispatchers, dispatchers and call receivers. Responsibilities include: planning, organizing, supervising, and scheduling personnel; enforcing and implementing all policies and procedures as set forth by the Director, Assistant Director, and/or the Kitsap 911 governing Board. Supervisors ensure orderly and efficient operation and high service quality in the dispatch center. Supervisors maintain awareness and knowledge of all activities taking place within the Center during their assigned shift, and are ultimately responsible for the outcome of those activities. Supervisors work closely and cooperatively with the Deputy Director, and Operations and Training Program Managers to maintain service excellence and actively seek to improve of all phases of the operation.

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:

* + Supervise assigned staff, including setting work priorities, planning, organizing, assigning, advising, assisting, motivating and training as necessary. Evaluate the work of assigned staff. Participate in the selection of new employees, including making recommendations to the Deputy Director and/or Executive 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.
  + Perform the duties of any vacant dispatch positions due to sickness, vacation, or other absences.
  + Monitor, review and generate reports regarding CAD (Computer Aided Dispatch) activities at each console to ensure details are being properly handled.
  + Ensure that equipment maintenance is performed as required or necessary; responsible for the maintenance of adequate supplies, forms, etc. for Center.
  + Coordinate with the Deputy Director and/or Executive Director in preparing short and long-range plans for Kitsap 911 and the agencies it serves; provide continuous planning to improve and facilitate economical and effective use of personnel, equipment, and facilities.
  + Suggest and implement additional training to insure proper use of equipment and up-to-date techniques to be employed.
  + Collect data under the direction of the Executive Director/Deputy Director and/or Operations, Training or Professional Standards Managers.
  + Maintain security of the Center.
  + Schedule duty assignments, counsel Center personnel affected by discipline or morale problems, prepare new operating procedures as needed, and effectively maintain the reporting procedures in the center.
  + Monitor ongoing radio frequencies, telephone calls, alarms and taped communications to ensure efficiency, quality and operation.
  + Meet with local, state and federal officials to coordinate emergency communication plans in the event of civil or national disaster.
  + Resolve minor complaints from the public and emergency groups served by the Center by checking tapes and conferring with personnel connected with complaint, as requested by the Deputy Director.

**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**

Three years experience at the Public Safety Telecommunicator II and/or Public Safety Communications Assistant Supervisor level at a high-volume police, fire or emergency medical dispatch facility (150,000 dispatched events per year) with enhanced 9-1-1 and Computer-Aided Dispatch (CAD).

**AND**

One year experience as a supervisor or in a lead capacity.

# 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:**

* Supervise, guide, train, and lead 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)