

TITLE: Communications Supervisor

PD/14

DEPARTMENT: Police, City of Franklin

POSITION STATUS: Non exempt

JOB SUMMARY: This position is responsible for managing and supervising the operations of the 911 Communications Center.

MAJOR DUTIES:

1. Supervises Communication Officers in the processing of emergency and non- emergency telephone calls. 2. Performs various personnel related duties including monitoring manpower allocation, tracking leave time, counseling subordinates, scheduling personnel, coordinating or providing training, evaluating performance, and monitoring time worked. 3. Oversees the maintenance of all 911 equipment, including radios, telephones, and computers. 4. Programs and maintains the city-wide radio system. 5. Performs the duties of a Communications Officers as needed. 6. Prepares instructional manuals for equipment use. 7. Assists in the maintenance of department computers. 8. Prepares required reports. 9. Must always tell the truth. 10. Performs other related duties as assigned. 11. Testifies in court.

KNOWLEDGE REQUIRED BY THE POSITION:

1. Knowledge of emergency communications principles and practices. 2. Knowledge of the maintenance and operation of computers, radio systems, telephone systems, and weather alert systems. 3. Knowledge of police radio communication standards. 4. Knowledge of network wiring and computer network installation. 5. Knowledge of personal computers for use in word processing and electronic communications. 6. Skill in the supervision of personnel. 7. Skill in oral and written communication.

SUPERVISORY CONTROLS: The Administrative Sergeant assigns work in terms of very general instructions. The supervisor spot-checks completed work for compliance with procedures and the nature and propriety of the final results.

GUIDELINES: Guidelines include the local, state, and federal laws and city policies and procedures. These guidelines require judgment, selection, and interpretation in application.

COMPLEXITY: The work consists of varied supervisory and emergency communication duties. The number of electronic systems to be maintained contributes to the complexity of the position.

SCOPE AND EFFECT: The purpose of this position is to supervise and participate in the operations of the 911 Communications Center. Successful performance in this position contributes to the enforcement of laws and the safety of area citizens and property.

PERSONAL CONTACTS: Contacts are typically with other city personnel, representatives of other law enforcement agencies, emergency management professionals, other emergency response agencies, vendors, and members of the general public.

PURPOSE OF CONTACTS: Contacts are typically to give or exchange information, motivate personnel, resolve problems, and provide services.

PHYSICAL DEMANDS: The work is typically performed while intermittently sitting, standing, walking, bending, crouching, or stooping. The employee frequently lifts light and heavy objects, uses tools or equipment requiring a high degree of dexterity, and distinguishes between shades of color.

WORK ENVIRONMENT: The work is typically performed in an office, communications center, and outdoors, occasionally in cold or inclement weather.

SUPERVISORY AND MANAGEMENT RESPONSIBILITY: This position has direct supervision over Communications Officer(s).

MINIMUM QUALIFICATIONS:

1. Knowledge and level of competency commonly associated with the completion of a baccalaureate degree or any combination of related experience in a course of study related to the occupational field.
2. Experience sufficient to thoroughly understand the work of subordinate positions to be able to answer questions and resolve problems, usually associated with one to three years' experience or service.
3. Possession of or ability to readily obtain a valid driver's license issued by the State of Virginia for the type of vehicle or equipment operated.
4. Possession of or ability to readily obtain VCIN/NCIC certification.