



Title: Communications Supervisor

FLSA STATUS: Non-exempt from overtime under the Fair Labor Standards Act.

SUPERVISION RECEIVED AND EXERCISED:

Receives direction from Communications Manager.
Exercises direct supervision para-professional employees.

MINIMUM QUALIFICATIONS

- **Education:** High School Diploma or equivalent
- **Experience:** Minimum of three years public safety call-taker/dispatcher related experience. Requires a working knowledge of specialized practices, equipment and procedures.
- **Licenses/Certifications/Special Requirements:**
 - Terminal Operator Certification (TOC) within six months of hire.

PREFERRED/DESIRABLE QUALIFICATION(s):

- Experience in a municipal or government setting.
- Previous public safety call-taker/dispatcher supervisory experience is preferred.

JOB SUMMARY

The purpose of this position is to supervise and provide leadership to shift employees assigned to the 24-hour Police Communications Bureau and process all calls for emergency services. Schedules, assigns, monitors, and reviews tasks; trains, evaluates, coaches, and mentors specialists; implements performance corrective action when necessary; maintains, troubleshoots, and reports equipment issues; addresses operational and procedural questions; responds to requests, inquiries, and /or complaints; ensures proper dispatch procedures; creates calendars; maintains files and information; reviews and corrects data; assists with systems testing processes; assists with new employee hiring processes; and may operate radio and phone equipment to assist specialists when necessary.



ESSENTIAL FUNCTIONS

Note: This information is intended to be descriptive of the key responsibilities of the position. The list of essential functions below does not identify all duties performed by any single incumbent in this position.

#	Essential Functions
1	Supervises and directs the activities and functions of an assigned shift of Communications Specialists. Plans, assigns, supervises, and ensures completion / accuracy of daily tasks and activities; establishes performance standards, procedures and guidelines; approves requests; monitors radio traffic and phone calls; fields calls; ensures verifications are complete; evaluates assigned services; evaluates and coaches for performance improvement; recommends personal actions; completes semi- and annual evaluations; maintains personnel files.
2	Maintains equipment and systems. Completes regular checks; reviews and corrects codes; enables and resets passwords department-wide; troubleshoots and reports equipment issues; performs software table updates; performs systems testing after upgrades; responds to related requests; maintains associated files.
3	Acts as subject matter expert. Maintains up-to-date knowledge and technical skills for CAD, RMS, ACJIS, phones and radio; assists during heavy workload or short-staffing conditions with answering/processing calls, ACJIS entries, and running radio; conducts research; runs reports; confirms histories and warrant status.
4	Trains new and existing employees. Creates, maintains, and updates employee training programs; stays up-to-date on training program; recruits and assigns trainers to new employees for all four phases of training program; coaches and mentors trainers and trainees; evaluates and monitors progress of each trainee; creates continual training for fully-trained personnel; creates, maintains, and updates WOOC process; facilitates new employee orientation.
5	Completes administrative assignments. Creates, maintains, and updates policies and procedures; drafts correspondence; serves on committees; performs tours and makes presentations; educates volunteers and new police officers for radio etiquette and Communications functions; processes mail; completes various reports; maintains and updates files and records associated with CAD, GeoVerify, phone operations, radio operations, CALEA, and TOC certifications.
6	Schedules staff. Creates, maintains, and updates annual employee schedule to maintain required staffing levels; maintains annual vacation requests; determines, posts, and follows-up on appropriate overtime needed for vacation and leave coverage.



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HUMAN RESOURCES

7	Monitors incoming telephone calls and radio traffic in dispatch center; assures that emergency calls, other calls for service, citizen requests, and those of internal customers are handled in accordance with Police Department and City policies and procedures.
8	Investigates citizen and internal complaints and/or concerns regarding dispatch operations. May report findings to the complainant or to Communications Manager depending on the nature of the issue.
9	Validates data based on record entries to ensure record entry is valid, active, and contains complete and accurate information
10	Performs duties of a Communications Specialist as needed.
11	Performs other duties as assigned or required.



PHYSICAL DEMANDS AND WORK ENVIRONMENT:

Physical strength for this position is indicated below with "X"					
The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.					
Sedentary	X	Light	Medium	Heavy	Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.		Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally, 10-25 lbs. frequently, or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

Work Environment for this position is indicated below with "X"				
The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.				
Office	X	Outdoors	Vehicle	Office and Field/ Plant/ Warehouse
Position is typically office or administrative work and is not substantially exposed to adverse environmental conditions.		Incumbents may be subjected to extreme temperatures, wetness/humidity, respiratory hazards and noise and vibration.	Incumbents may be subjected to moving mechanical parts, vibrations, fumes, odors, dusts, poor ventilation, chemicals, oils, extreme temperatures, inadequate lighting, work space restrictions, intense noises and travel.	The work will occur in an office and field environment. While performing the duties and responsibilities the employee maybe exposed to loud noise, noxious odors, unsanitary conditions, chemicals, electricity, moving mechanical parts, varying weather conditions, and other related conditions and situations. Position is subject to atmospheric conditions: Fumes, odors, dust, mists, gases or poor ventilation

MACHINES, TOOLS, EQUIPMENT, SOFTWARE, AND HARDWARE:

Standard office equipment, Microsoft Office, CAD, NCIC/ACIC Manuals and system, 911 related software, logging recorder, computer aided dispatch, multi-line phone system with headset, multi-enhanced radio system, weather alert radio, security cameras, front desk/city-wide panic buttons and pneumatic tubes.

PROTECTIVE EQUIPMENT REQUIRED:

None required.