

## CITY OF COVINA

### PUBLIC SAFETY COMMUNICATIONS SUPERVISOR

*Class specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications **may not include all** duties performed by individuals within a classification. In addition, specifications are intended to outline the **minimum** qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.*

#### **DEFINITION:**

Under general direction, supervises, evaluates and participates in the work of civilian personnel responsible for the day-to-day operation of the Public Safety Communications and Dispatch Center; receives and processes routine and emergency calls and alarms; dispatches public safety and public works field units as required; enters, retrieves, and utilizes data from various automated law enforcement information systems; coordinates with other emergency service providers as appropriate; provides training for assigned personnel; assumes responsibility for the more difficult and complex tasks; performs other related duties as required.

#### **DISTINGUISHING CHARACTERISTICS:**

The **Public Safety Communications Supervisor** is the supervisory level class responsible for directing and coordinating a variety of complex technical and office support services in the Police Department Communications and Dispatch Center. This classification is distinguished from the next lower classification of Public Safety Dispatcher by the need for a broader and more detailed understanding of the communications division operations, and the responsibility for supervision, scheduling and training of assigned personnel.

#### **SUPERVISION RECEIVED/EXERCISED:**

Receives general direction from the Support Services Manager. Exercises direct and indirect supervision over assigned office staff and volunteers.

#### **ESSENTIAL FUNCTIONS:** *(include but are not limited to the following)*

- Plans, assigns, schedules, reviews, and participates in the work of staff involved in the day-to-day operation of the Communications and Dispatch Center; participates in the selection, motivation and evaluation of assigned staff; monitors work activities to ensure safe work practices, work quality, accuracy and confidentiality; reviews and implements communications center policies; develops, maintains and updates the Communications Manual.
- Applies federal, state and local laws, codes and regulations related to voice radio and telephone communications; establishes formal processes for review of radio and telephone transmissions; assists in handling the more complex and difficult situations involving interpretation of regulations and operating procedures; keeps current on and implements new regulations, statutes and communications technology; acts as custodian of records for the archival tape library.

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- Receives and processes routine and emergency calls and alarms; dispatches public safety and public works field units as required; provides pre-arrival instructions; enters, retrieves and uses data from various automated law enforcement information systems; coordinates with other emergency service providers as appropriate.
- Participates in the development and implementation of policies and procedures; ensures appropriate training for assigned staff in all areas of work, including Department of Justice training for full access operator; assists police management in identifying and correcting operational problems to maintain a high level of service to field units.
- Develops schedules and methods for performing assigned duties; ensures adequate coverage in the communications center to provide 24 hour a day dispatching services; maintains appropriate work records and documents; prepares statistical and analytical reports on operations as necessary.
- Responds to questions and concerns from the public, departmental staff and other agencies; provides information as appropriate and resolves service issues and complaints; provides for regular communication between sworn and non-sworn personnel; represents the communications division in a variety meeting formats.
- Establishes positive working relationships with representatives of community organizations, state/local agencies and associations, City management and staff, and the public.

### **PHYSICAL, MENTAL AND ENVIRONMENTAL WORKING CONDITIONS:**

Position requires prolonged sitting, standing, walking, reaching, twisting, turning kneeling, bending, squatting, and stooping in the performance of daily office activities. The position also requires grasping, repetitive hand movement, and fine coordination in preparing reports and retrieving and entering data using a computer keyboard. Additionally, the position requires near and far vision in reading work related documents and using the computer, and acute hearing is required when providing phone, dispatch and personal services. The need to lift, drag, and push files, paper, and documents weighing up to 25 pounds also is required.

Some of these requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

**QUALIFICATIONS:** *(The following are minimal qualifications necessary for entry into the classification.)*

#### **Education and/or Experience:**

Any combination of education and experience that has provided the knowledge, skills and abilities necessary for a **Public Safety Communications Supervisor**. A typical way of obtaining the required qualifications is to possess five years of increasingly responsible public safety dispatching experience, and a high school diploma or equivalent.

#### **License/Certificate:**

Possession of, or ability to obtain, a valid Class C California driver's license. Possession of a Dispatch Certificate from P.O.S.T.

**KNOWLEDGE/ABILITIES/SKILLS** *(The following are a representative sample of the KAS's necessary to perform essential duties of the position.)*

**Knowledge of:**

Standard and complex law enforcement communication practices, procedures and terminology; proper operation and care of modern public safety communications systems and equipment; methods and techniques of supervision and training; basic principles of mathematics; applicable federal, state and local laws, codes and regulations; methods and techniques of scheduling work assignments; standard office procedures, practices and equipment; modern office practices, methods and equipment, including a computer and applicable software; methods and techniques for record keeping and report preparation and writing; proper English, spelling and grammar; occupational hazards and standard safety practices.

**Ability to:**

Plan, organize, schedule, direct and evaluate the work of subordinate staff; train, supervise and motivate staff in assigned areas of activity; exercise self control and good judgment in emergency and stress situations; operate specialized automated law enforcement communications systems; work flexible hours including evenings, weekends and rotating shifts; wear a department uniform; speak clearly and distinctly in a well-modulated voice; direct and review the work of assigned staff; perform mathematical calculations quickly and accurately; interpret, explain and apply applicable laws, codes and regulations; read, interpret and record data accurately; organize, prioritize and follow-up on work assignments; work independently and as part of a team; make sound decisions within established guidelines; analyze a complex issue, and develop and implement an appropriate response; follow written and oral directions; observe safety principles and work in a safe manner; communicate clearly and concisely, both orally and in writing; establish and maintain effective working relationships.

**Skill to:**

Effectively operate specialized law enforcement automated information, communication and dispatch systems.