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## CLASS SPECIFICATION

City of Newark, California

### COMMUNICATIONS SUPERVISOR

#### DEFINITION

Under general direction from a Lieutenant, the Communications Supervisor is a non-sworn position managing a 24-hour daily operation of the Communications Section with direct supervision over assigned personnel and has considerable latitude in directing activities of the Police Communications Section within general guidelines and professional and administrative standards. This class is expected to handle day-to-day operational problems, recommend courses of action, implement changes as needed or directed by superiors, and perform dispatching duties as needed. The Police Communications Section provides technical communications support for police and fire activities.

#### DISTINGUISHING CHARACTERISTICS

This class is distinguished from Public Safety Dispatcher by the supervision of activities and the performance of dispatch duties on an as-needed basis only.

EXAMPLES OF ESSENTIAL DUTIES – Duties may include, but are not limited to, the following:

Supervise, schedule, and coordinate the activities of assigned personnel; train and evaluate assigned personnel; participate in the selection, hiring, and discipline processes; analyze workload and data regarding dispatching operations to develop and publish personnel work schedules.

Develop and conduct or oversee the content of training for newly assigned communications personnel; develop procedural manuals, training programs (new and on-going), and related materials to ensure communications activities are responsive to community needs and police and fire personnel.

Identify and resolve work problems; formulate, coordinate, and implement policies and procedures for the Communications Section and submit recommendations for change; interpret departmental and City policies.

Review and analyze information including police radio transmissions for potential police misconduct, infractions, or complaints of departmental personnel.

Establish and maintain harmonious customer relations by providing responsive service relative to emergency and non-emergency calls for service; ensure confidentiality of police communications; perform dispatching duties as needed.

## **Communications Supervisor**

Administer and maintain various automated systems including telephones, emergency 911, radio, Mobile Data Terminals (MDT) and computers; coordinate equipment requisitions, maintenance and repair for computer system and connected components; maintain an inventory of computer equipment; order supplies.

Review quality of work in the Computer Aided Dispatch (CAD) /RMS System.

Develop and coordinate emergency plans for the public safety automated systems in the event of civil or natural disasters; coordinate with City-wide information systems; respond during off-duty hours to emergency situations which may arise in the Communications Section or automated systems.

Troubleshoot equipment problems and make necessary adjustments; evaluate and recommend improvements in communications equipment.

Assist in the preparation and administration of the Police Communications Section budget.

Represent the City and the Police Department with other agencies, communication networks, and committees.

May be required to testify in court.

Conduct special studies and projects; and prepare a variety of written and statistical reports.

### **MINIMUM QUALIFICATIONS**

#### **Knowledge of:**

Principles, methods, and procedures for operation of a police/fire communications center.

Communications equipment including radio console, computer terminals, emergency systems and other peripheral equipment related to police and fire dispatching.

State Penal Code.

Principles and practices of supervision, training, and performance evaluation.

Principles and practices of budgeting, research, and report writing.

Basic principles and methods of police computerized record keeping and emergency dispatch systems.

Duties and requirements of public safety dispatch and records positions.

Personal computers, local area networks (LAN) and software applications.

## Communications Supervisor

### Ability to:

Learn the organization and operation of the Police Department and Fire Department and of other law enforcement agencies.

Identify support services needed by Police and Fire and to design and implement systems to ensure that effective and efficient support is provided.

Learn, develop, and utilize specialized coding systems.

Interpret and develop policies and procedures.

Interpret and apply applicable codes, laws, and regulations.

Analyze work loads and adjust work schedules to ensure adequate staffing for a 24-hour operation.

Participate in the development and implementation of administrative and departmental policies and rules.

Troubleshoot communication and computer equipment problems and take appropriate action to correct.

Plan, organize and supervise the work of others in area of responsibility.

Develop performance standards, conduct performance evaluations, and participate in disciplinary processes.

Investigate citizen complaints and take appropriate action.

Operate computerized communication equipment and personal computers.

Maintain confidentiality.

Communicate effectively both verbally and in writing in order to present written and oral reports.

Establish and maintain effective working relationships and customer relations.

Analyze and assess information and identify applicable action alternatives.

Prepare and administer a budget.

Maintain mental capacity which allows the capability to exercise sound judgment and rational thinking under emergency conditions.

## Communications Supervisor

Testify in court as needed.

Sit for prolonged periods of time, bend, stoop, speak and hear; use hands and arms to operate a computer keyboard, grasp objects, and to reach; occasionally lift and/or move up to 25 pounds.

Work irregular work schedule.

### Experience and Training:

Any combination of experience and training that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

#### Experience:

Four (4) years of experience in a public safety dispatching environment, including experience in a lead position.

#### Training:

Equivalent to an Associate of Arts Degree or at least 48 college semester units. A Bachelor's degree is desirable.

#### License or Certificate:

Possession of, or ability to obtain, a valid California Class C driver license.

**Probationary Period:** 12 months

**FLSA:** Exempt