



CLASSIFICATION TITLE: BCES Communications Supervisor	JOB NUMBER: 7012	AFFILIATION: Unaffiliated (Non-Union)
REPORTS TO: BCES Communications Manager	PAY GRADE: 20	FLSA STATUS: Exempt

GENERAL SUMMARY

Performs difficult skilled administrative support work overseeing the activities of assigned personnel within the Communications Center, including the supervision of Emergency Communications Dispatchers and related work as apparent or assigned. Work is performed under the limited supervision of a BCES Communications Manager (supervisor). Continuous supervision is exercised over assigned personnel. Position is subject to work varying shifts (which includes days, nights, and weekends) as necessary.

CORE VALUES

All employees are expected to model and foster the City of Richland's core values in the performance of their duties and their interactions while representing the City. The values of *Teamwork*, *Integrity* and *Excellence* promote and maintain a high level of morale and productivity, and are the tie that binds all City employees together, across all functions.

ESSENTIAL JOB FUNCTIONS

To be successful in this position, an individual must be able to perform each essential function satisfactorily. Additional duties of a similar nature and level may also be assigned. The City may make reasonable accommodations to enable a qualified individual with disabilities to perform the essential functions.

- Oversees the day-to-day operations and activities of assigned personnel to ensure compliance of established guidelines, procedures, and policies; ensures appropriate staffing levels are maintained; prepares and conducts briefings to maintain awareness of relevant events.
- Performs a variety of front-line supervisory activities including, but not limited to: participating in the recruitment and selection of staff; staff development and training, performance management, employee relations, prioritizing and assigning work and related activities, and approving and monitoring leave requests. Advises staff on difficult issues and makes decisions on exceptional situations to manage and implement appropriate services and assistance.

- When necessary, schedules and assigns personnel to ensure a consistent level of qualifications at all positions for a complex 24-hour operation to ensure that the Communication Center's service and production expectations are achieved.
- Provides guidance to staff with complicated calls or incidents as needed; serves as the technical expert over complaint-taking and dispatching operations; conducts quality assurance reviews of calls and dispatches; operates a telephone and radio console to respond to a variety of emergency and non-emergency services and complaints when needed.
- Assists with the Communication Center's administrative responsibilities to include gathering data for statistical analysis and completing a variety of reports and correspondence relating to shift and personnel activities.
- Assists in investigations of citizen and interdepartmental complaints according to established policies and procedures; provides information, instructions and assistance to the public.
- Assists Executive Director and Managers with the development of goals, objectives, policies, and procedures; ensures compliance with and effectively implements policies and procedures; attends and conducts meeting and training sessions as required.

KNOWLEDGE, SKILLS AND ABILITIES

The requirements listed below are representative of the knowledge, skill, and/or ability required to successfully perform the essential functions of the position.

Knowledge of:

- City, state and federal laws as they apply to public safety dispatching.
- Techniques, procedures and methods used in the operations of a public safety communications center.
- Radio-telephone operations and procedures.
- Computer aided dispatch (CAD) and enhanced 9-1-1 equipment.
- General knowledge of cities and locations of highways, main streets and major buildings and geography in Benton and Franklin counties.
- Rules and regulations of the Federal Communications Commission pertaining to radio and telephone operations.
- Call screening techniques and phone etiquette.
- Principles and practices of effective staff supervision and motivation.
- Agency personnel policies, procedures and requirements.
- Agency core values and mission statement.
- Effective interpersonal communication methods and techniques, including conflict resolution and general mediation techniques.
- Standard office practices and procedures, including records management.

Skills and abilities to:

- Plan, coordinate, direct and accomplish the activities of dispatch staff.
- Train, supervise, mentor, and evaluate assigned personnel.
- Evaluate dispatcher performance and conduct; provide positive feedback and constructive criticism as appropriate; and identify and recommend improvements.
- Understand and apply supervisory guidelines, policies or procedures in diverse situations.
- Apply a high-level of initiative, discretion, and judgment in accomplishing the work.
- Complete work with many interruptions.
- Perform work under stressful or emotional conditions.
- Communicate effectively both orally and in writing.
- Type at least 35 words per minute.
- Operate a variety of communications and office equipment.
- Establish and maintain cooperative and effective working relationships with assigned staff, coworkers, supervisors and managers, user agency stakeholders, and officials from other jurisdictions, departments or agencies.
- Work any assigned shift, including day, swing or graveyard and work all days of the week including weekends and holidays.

SPECIAL REQUIREMENTS

- Valid driver's license.
- Acquire and maintain ACCESS, State Telecommunicator, and EMD certifications within one (1) year of hire
- Ability to report to BCES within one (1) hour of notification of an incident.
- Pass a pre-employment background investigation.

EDUCATION AND EXPERIENCE

High school diploma or GED and three (3) years experience in public safety dispatching, including one (1) year in a dedicated emergency communications leadership position (i.e. lead dispatcher, supervisor) or three (3) years in emergency communications leadership assignments (i.e. center training officer, upgrade, relief supervisor).

COMPETENCIES**Supervisory**

- **Foster Teamwork:** Builds effective teams committed to organizational goals. Fosters collaboration among team members and among teams. Uses teams to address relevant issues.
- **Prioritize Work and Commitments:** Develops short- and long-range plans that are appropriately comprehensive, realistic, and effective in meeting goals. Focuses on the most important tasks first and directs others to focus on those tasks. Integrates planning efforts across work units to ensure the most critical work gets done first.

- **Drive for Team Results:** Demonstrates and fosters a sense of urgency and strong commitment to achieving goals. Encourages others drive for strategic goals. Persists despite obstacles and opposition. Pursues aggressive goals and works hard to achieve them. Owns the outcomes produced by the team.
- **Manage Employee Performance:** Guides employees to achieve the highest levels of performance. Sets clear and compelling expectations for performance. Provides frequent and specific feedback to help employees meet or exceed expectations. Maintains effective records related to employee performance. Delivers specific, timely, and meaningful performance reviews.

Foundational

- **Use Technical/Functional Expertise:** Displays an appropriate depth of knowledge and skills as required for the position and commensurate with the time in class. Uses technology as appropriate for the position. Seeks additional knowledge and information to continually enhance knowledge in areas of specialty.
- **Be Accountable for Performance:** Actively shows responsibility, reliability, and trustworthiness. Ensures work and information are complete and accurate. Admits mistakes and looks for ways to improve. Models self as dependable and reliable. Follows up with others to ensure agreements and commitments have been fulfilled. Values the importance of team and organizational success. Independently takes action to influence events, to improve own or organizational performance and to promote the goals of the organization.
- **Provide Excellent Customer Service:** Anticipates, assesses, and responds effectively to the needs of diverse customers, both internal and external, providing consistently excellent service that is timely, accurate, courteous, and respectful.
- **Communicate Effectively:** Uses verbal and written skills effectively to ensure that information is successfully shared throughout the organization. Relates well to a range of people. Shows sensitivity to the needs of others. Demonstrates ability to build rapport and facilitates mutual understanding.
- **Work Safely:** Knowledge and application of relevant safety requirements that apply to the specific work being done. Recognizes and mitigates safety hazards on the job. Observes rules and regulations to comply with personal and workplace safety standards. Works to create a hazard-free, accident-free environment.

PHYSICAL REQUIREMENTS AND WORKING ENVIRONMENT






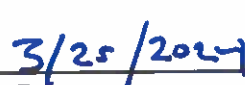
The work environment characteristics described are representative of those an employee encounters while performing the essential functions of this job. The physical demands described below are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

This work requires regular and punctual attendance at the office or other assigned locations; work requires the occasional exertion of up to 25 pounds of force; work regularly requires sitting, speaking or hearing, using hands to finger, handle or feel and repetitive motions and occasionally requires walking, reaching with hands and arms and lifting; work has standard vision requirements; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels; work requires preparing and analyzing written or computer data and observing general surroundings and activities; work has no exposure to environmental conditions; work is generally in a moderately noisy location (e.g. business office, light traffic). Incumbents are expected to manage over-the-phone interactions and confrontations with angry, hostile, depressed and/or otherwise emotionally distraught members of the public. As a result, the work requires quick, independent action and alertness in emergency and possible life threatening situations.

Authorization (for Archive)

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job classification does not constitute an employment agreement between the City of Richland and any employee and is subject to change by the City as the needs of the City and requirements of the job change.

	
Human Resources Director	Date
	
Department Head	Date
	
City Manager or Authorized Designee	Date