

MONROE COUNTY SHERIFF'S OFFICE

CLASS TITLE: COMMUNICATIONS SUPERVISOR

Pay Range: 13
Exempt: No
Shift: 12 HR w/o Holidays

This class involves responsibility for the supervision of a group of Communications Officers in the Sheriff's Office. The work involves scheduling, directing, and evaluating a staff to ensure that prompt, safe and effective response is made to calls for police and other emergency services. Work is performed under general supervision of the Director of Communications and is reviewed for timeliness, effectiveness and compliance with established policies and procedures.

QUALIFICATIONS REQUIRED:

High school diploma or equivalent and three years experience as a dispatcher. Ability to manage personnel is desired.

JOB COMPLEXITY:

Position requires the individual to plan, organize and direct the training of subordinates; the supervisor must handle also most problems incurred in the work.

CONSEQUENCE OF ACTIONS:

This position is ultimately responsible for ensuring that the Communications Division accomplishes its required duties in compliance with agency standards and local, state and federal laws. Responsible for solving problems that surface in the division.

ASSETS:

The work does not require any responsibility for significant assets.

WORK CONTROLS:

Generally the work is performed independently. Some unusual and difficult situations may be handled under the general supervision of the Director of Communications:

- 50% Supervision of Communications Officers
- 50% Communications Officers duties including receiving calls, enter calls into CAD, transcription, make phone calls, court/depositions

PERSONAL CONTACTS:

Work involves contacts with the public in answering 911 lines; some contacts may be difficult requiring the worker to use considerable tact and skill or commands or force to obtain what is desired.

SAFETY OF OTHERS:

Position involves some responsibility for the safety of others in answering 911 calls and dispatching units to those locations.

PHYSICAL EFFORT:

Position does not involve physical effort beyond that encountered in normal everyday activities.

- Work may require long periods of operating keyboard devices or visual display terminals.
- Required to wear headset during entire shift.
- Light lifting (up to 20 pounds)

HAZARDS:

Work is performed in ordinary work surroundings that present no significant hazards.

WORK ENVIRONMENT:

Occasionally, work may be performed in conditions that cause discomfort and unpleasantness.

- Work inside.
- Work long periods of time sitting using a keyboard.
- In stressful conditions.

SUPERVISORY AUTHORITY:

Responsible for directing and reviewing the work of the members of a Communications Department.

PERSONNEL SUPERVISED:

Oversees the entire staff of a Communications Department.

ESSENTIAL JOB FUNCTIONS:

Responsible for maintaining shift coverage for the communications centers 24 hours a day, which includes finding personnel to fill shifts or personally working the shifts.

Makes decisions concerning problems or emergency situations by telephone when off-duty.

May be required to work 12 or more hour shifts during emergency situations and when the Communications Division is short staffed.

Prepares work schedule for the staff of a Communications Division and approves and schedules leave requests.

Records incidents requested by Detectives, Sergeants, administrative and command staff, etc. onto microcassette recorder; also receives requests from private citizens, attorneys and private investigators; individual must determine which parts of the recordings are public domain and which are not.

Plans, organizes and directs training of subordinates.

Orders and maintains supplies which includes revising or redesigning forms or status case cards and signal cards that are currently being used.

Updates bank alarms information including codes and contact information and attends training sessions on alarms periodically.

Audits calls for service for incorrect coding, typographical errors, etc. daily.

Attends annual FCIC conferences and occasionally visits different cities to research information on impending projects or new dispatching procedures and equipment.

Arranges equipment repairs, and researches new manufacturers for new supplies and equipment.

Responsible for recognizing and enforcing disciplinary actions. This includes supervisory reviews, counseling, and letters of reprimand; also performance evaluations when deemed necessary and letters of commendation.

Receives complaints from the public and investigates the allegations.

Disciplines communications officers concerning work related matters and counsels them regarding personal matters.

Prepares monthly report to be forwarded to the Lieutenant of the district.

Updates the communication manual, lists, logs, or other procedural instructions as needed.

Performs public speaking to private citizen groups, law enforcement personnel, tour groups, etc. as requested.

Interviews and screens Communication Officer applicants.

Performs duties of a Communication Officer as needed.

KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of police and emergency medical procedures and resources.

Knowledge of radio operations and terminology.

Ability to communicate effectively through memos, letters, and other forms of correspondence.

Ability to operate communications equipment and data terminal.

Ability to perform several tasks simultaneously.

Ability to read writes and types at a moderate speed.

Ability to deal effectively with the public.

Ability to read and understand maps.

Ability to assess problems and anticipate needs in emergency situations.

Ability to manage and supervise a small unit of personnel.

SPECIAL REQUIREMENTS:

Maintain FCIC/NCIC certification by successfully completing testing every two years.

Maintain EMD certification by successfully completing 24 hours of additional training every two years.

Maintain CPR certification every two years.

Required to stay during hurricanes and other natural and unforeseeable disasters.

EQUAL OPPORTUNITY EMPLOYMENT STATEMENT

The Monroe County Sheriff's Office does not discriminate on the basis of race, color, national origin, sex, religion, age or disability in employment or the provision of services.

Reasonable accommodations will be made for otherwise qualified individuals with a disability.

Revised 09/13/2010-DAM