



Santa Cruz Consolidated
Emergency Communications Center
495 Upper Park Road
Santa Cruz, California 95065
(831) 471-1000 Fax (831) 471-1010

9-1-1 FIRE
POLICE
MEDICAL



Michael J. McDougall
General Manager

Santa Cruz Consolidated Emergency Communications Center

PUBLIC SAFETY COMMUNICATIONS OPERATIONS SUPERVISOR

Class Purpose:

Under general direction, Operations Supervisors are responsible for supervising, directing, coordinating and evaluating the work of dispatch employees engaged in public safety dispatching and emergency call-taking operations on an assigned shift.

Distinguishing Characteristics:

Communications Operations Supervisors coordinate, supervise and otherwise manage the daily operation of a shift (or team) of Public Safety Dispatchers who work in the Emergency Communications Center. Dispatchers receive routine and emergency calls and transmit messages via communications systems consisting of radio, 9-1-1 emergency telephone lines and data terminals which operate on a seven day, 24-hour basis. Incumbents report to the General Manager, who is responsible for planning, organizing and directing the activities of the Center and its communications facilities, programs, equipment and personnel. This classification is distinguished from the class of Operations Coordinator in that the latter is responsible for developing, implementing and managing the Center's operating and training policies, procedures and programs. The next lower classifications are within the Public Safety Dispatcher series and include lead worker, journey level and trainee dispatchers.

Typical Tasks:

Supervise, direct, assign work and evaluate the performance of subordinate staff.

Oversee and supervise the transmission and receiving of messages to and from User Agencies via public safety radios, 9-1-1 emergency telephone lines, data terminals, and other communications equipment. Provide coordination of multiple emergency situations and major incidents and determine dispatch priority on simultaneous events.

Ensures that services areas are adequately scheduled with staff in accordance with Authority procedures.

Ensures that assigned employees receive appropriate training and instruction as prescribed by the Authority Training Program.



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Resolves operational conflicts as they arise among and between Authority personnel and/or service recipients.

Assist in the development and implementation of special projects, programs and policies for the Center.

Prepare graphs, reports, statistics and other records. Review records and reports prepared by dispatchers during a shift.

Participates as a Management Team member in researching, analyzing and evaluating the Center's overall performance in order to identify and recommend opportunities for system and operational improvements.

Assists the General Manager in the preparation and monitoring of the annual budget.

Act as a journey-level dispatcher, when necessary.

Qualifications:

Considerable Knowledge of:

- principles and practices of supervision, training and Quality Assurance or Improvement.
- the operation of a public safety computer system, video display terminals, radio dispatching consoles, enhanced 9-1-1 telephone system and other associated public safety communications equipment.
- National, State and local public safety dispatcher standards and requirements.
- Center operational and training policies and procedures.

Some Knowledge of:

- primary roads, streets, highways, area, major buildings and public facilities within the boundaries of the Authority User and Associate User Agencies.



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- the general operations of fire, law enforcement, medical and other public safety user agencies.
- Federal Communications Commission laws and regulations applicable to radio-telephone operation.

Skill and Ability to:

- supervise, evaluate and direct the work of others.
- interpret rules, regulations, policies and procedures to others.
- prepare clear, concise and understandable written documents.
- work closely with numerous and diverse organizations and personnel.
- coordinate multiple events and emergency responses.
- read, write, spell, speak in a clear and concise manner.
- make sound decisions using all available information.
- accomplish tasks in a controlled and competent manner while working under stress.
- effectively operate the public safety computer system, telecommunications system, video display terminals, radio dispatch consoles, and associated equipment.

Training and Experience:

Any combination of training and experience which would provide the required knowledge, skills and abilities is qualifying. A typical way to obtain the knowledge, skills and abilities would be the equivalent of graduation from high school supplemented by college level course work in supervisory techniques, management, or public safety administration **plus four (4) years of**



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public safety dispatching experience within a police, fire, emergency medical or consolidated emergency communications center. Specific experience supervising a staff of dispatchers within a public safety agency is highly desirable.

Minimum Employment Standards:

The minimum employment standards for all classifications are established by Policy No. 1021 and detailed within the *Critical/Essential Job Functions* for the position.

Licenses/Certificates:

Possession of a valid drivers license authorizing the operation of a motor vehicle within the State of California (within 30 days of employment).

Other Requirements:

Must be willing to work day, swing, graveyard and rotating shifts, holidays and weekends.

Incumbents must successfully complete an Authority prescribed training course in Emergency Medical Dispatch (EMD) within 6 months of employment.



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ESSENTIAL/CRITICAL JOB FUNCTIONS

Typical Tasks:

The *Typical Tasks* are detailed in the Class Specification entitled *Public Safety Communications Operations Supervisor* and are those duties that are essential to the function of this position.

Minimum Employment Standards:

Must be eighteen (18) years of age.

This is the minimum age for full time public employment.

Have the ability to hear and comprehend radio traffic and routine interpersonal communications with supervisors and dispatchers working adjacent console assignments.

One of the reasons the position exists is to substitute as a Public Safety Dispatcher or Senior Dispatcher and to perform and supervise this function. In addition, the position must be able to hear and understand verbal recordings of radio and telephone traffic in order to assess and determine the nature and sequence of events when researching, analyzing and evaluating performance.

Have color vision adequate to determine various console lighting and color monitor displays.

When acting as a Public Safety Dispatcher (or assisting in the dispatch functions performed by their assigned staff members), the position receives and dispatches calls for service. Having adequate color vision is necessary to perform these functions since they require reading a color monitor and deciphering color-coded prompts.

Have the ability to read, write and speak clear and concise English.

The position must be able to read, write and speak in clear and concise English in order to instruct employees in the functions and on-going operations of the Center. The position must also be able to verbally and accurately communicate with all types of citizens and Users Agency personnel in the receipt of emergency 9-1-1 requests and the dispatching of appropriate public safety personnel and



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equipment. The position must also review written documents and discuss operational needs and issues with Center staff and User Agency personnel.

Have legible handwriting.

As noted, one of the responsibilities of Operations Supervisor is as a substitute Public Safety Dispatcher. During periods of Computer-Aided-Dispatch failure or down-time for maintenance, the entire facility must utilize dispatch cards (or Punch Cards). The cards are hand written with all information from the incident including reporting party's name, address and telephone number; nature of the incident; unit status; description of suspects and vehicles and narrative information as it is received from reporting parties and User field units. These cards are passed from one dispatcher to another prior to and during dispatch. The inability of one dispatcher to read addresses and related dispatch information written by another dispatcher could cause an erroneous dispatch resulting in the loss of life and/or property. The written material also becomes the official log of incidents under manual dispatch operation and is subject to investigation and/or discovery during any litigation occurring from the incident. Operations Supervisors must also complete and review forms submitted by employees.

Have the physical, mental and functional ability to work effectively and accurately in a fast paced environment and to remain calm and professional when handling potentially stressful incidents.

The position's primary responsibility is to supervise, direct, coordinate and evaluate the work of dispatch employees engaged in public safety dispatch operations involving the safety of life and property, and the dispatching of suitable law enforcement, fire and medical resources and equipment. During times of emergency, the position will be required to make split second decisions regarding the handling of unforeseen situations or events. Mental stability is critical in fulfilling the responsibilities listed above. Physical and functional ability attributes Operations Supervisors are listed under *Physical Requirements* in a following section of this document.



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Have an ability to pass a comprehensive law enforcement background investigation.

Required due to the position's access to confidential law enforcement information.

Shall not have been convicted of any felony or any other crime which would prohibit Department of Justice approval for access to law enforcement information.

Required due to the position's access to confidential law enforcement information.

Licenses/Certificates:

Possession of a valid drivers license.

Approximately 15% of the time, an Operations Supervisor will be required to drive to the public safety provider agencies and other local government entities within the County of Santa Cruz (Capitola, Santa Cruz, Watsonville and Scotts Valley) to discuss operational and training issues, procedures and policies. There is no staff available to drive the Operations Supervisors. Due to the geography and location of the general area, and the 24 hour nature of the service provided, transportation is reasonable only by automobile.

Physical Requirements:

Strength.

Opening and closing file drawers; carrying stacks of computer print-outs and discs, files, records, and large reel recording tapes; carry all types of office equipment and supplies from room to room and from the facility to an off site location; rearrange chairs and tables in the Conference/Training Room and Emergency Operating Center (EOC) for drills, training exercises and disaster operations; be able to propel one's self between a desk, computer work station and files; be able to propel one's self between a dispatch work station, files and station printer; be able to move about a 15,000 square foot, single story facility through out the day, or to various off-site locations throughout the County; stand behind and bend over dispatchers who are working on a dispatch terminal to provide assistance; stand for an extended period of time to coordinate activities



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involving several dispatch work stations and employees; stand and move about within groups in a meeting or training situation.

Flexibility.

Bend, reach and stoop to change and playback master tape recordings; bend over dispatchers to assist them with their work; twisting and reaching from a sitting or standing position to point out material on wall charts and wall boards; writing on wall boards mounted high enough on walls to be seen throughout the Center and/or Emergency Operating Center (EOC).

Coordination, stamina, movement and dexterity.

Coordinate and assist in managing a stressful, long lasting major event within the Center; operate playback recorder controls in order to find an incident on a master recording tape; selecting and operating radio console controls; remain upright in a crowded meeting or training room; operate CAD terminal, enter information and talk on the telephone; walking throughout and around equipment in the Center, Training and Conference Room, Emergency Operation Center (EOC) and facility site; select proper buttons on telephone, radio, and other communications devices; type on personal computer and CAD terminal.

Visual and hearing.

Read video display terminals, maps, charts, manuals, letters and documents; ability to operate a motor vehicle; observe the operations of the Center; observe employee and User Agency meetings or public groups; see wall displayed material; discriminate colors on a color coded CAD Video Display Terminal, dispatch console functions; hear faint conversations on a master tape recording; hear dispatch staff members from within a 2,800 square foot Center; hear various levels of radio transmissions over console speakers, remote or recording devices in a noisy environment; hear audible radio traffic from select/unselect (left/right) to determine radio channel; determine type of primary radio, related control equipment, and telephone equipment alarms sounding by pitch of the audio; determine which telephone line is ringing by the pitch of the audio.



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Business Office/Ops Sup Critical Elements

APPROVED: August 4, 1994