

## **Santa Cruz Regional 9-1-1**

### **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.

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.

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#### Typical Tasks (continued):

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.
- 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.

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#### Qualifications (continued):

##### 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 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.

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*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.