

CLASS TITLE: PUBLIC SAFETY EMERGENCY COMMUNICATIONS SUPERVISOR

PURPOSE OF THE CLASSIFICATION: Under general supervision performs supervisory work in the daily operations of the 911 Communications Center and other related assigned duties.

ESSENTIAL TASKS:

- Supervises and coordinates the work of Public Safety Communications (PSC) Emergency Communicators for all shifts
- Engages in receiving calls for law enforcement, fire and emergency medical services and dispatching law enforcement personnel, firefighters and equipment accordingly
- Assists PSC Emergency Communicators with decisions regarding proper operational procedures and other non-routine events
- Participates in training, quality assurance and employee development assignments, completing all assigned tasks
- Prepares work schedules of PSC Emergency Communicators and various personnel as required
- Maintains daily time and various records and prepares reports
- Conducts performance appraisals of PSC Emergency Communicators and various personnel as required
- Investigates incidents, complaints and resolves conflicts
- Performs various administrative duties, including attending meetings and completing related paperwork
- Makes recommendations concerning the development of procedures and operational improvements
- Represents City Officials after normal duty hours

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.

QUALIFICATIONS:

Training and Experience: Graduation from high school or possession of a General Educational Development Certificate (GED) and six (6) years of experience in the appropriate fields of criminal justice, emergency management, or communications with at least one year of supervisory experience in these fields preferred; or an equivalent combination of training and experience per Personnel Policies and Procedures, Section 128. Employee will be eligible for a one step increase upon completion of thirty (30) accredited college hours and six months employment in the position. Employee will be eligible for an additional one step increase upon completion of sixty (60) accredited college hours (or associates degree from accredited college) and one year of employment in the position.

Knowledge, Abilities and Skills: Considerable knowledge of public safety emergency response procedures processing various types of requests for emergency and non-emergency services; considerable knowledge of the geography of regional response areas; good knowledge of the operation of various communications equipment; good knowledge of federal, state and local regulations applicable to radio communications; good knowledge of principles and practices of supervision; good knowledge of the responder organizations and related procedures; and good knowledge of the services provided by departments inside and outside the City for referral purposes. Ability to plan, organize and supervise the work of others; ability to train subordinates in the operation of various communication services; ability to make quick and effective decisions regarding proper procedures in processing calls for service; ability to communicate effectively both verbally and in writing; ability to complete all tasks associated with assignments; and the ability to utilize the highest level of interpersonal skill in order to understand, select, develop, and motivate people at any level within or outside the organization. Applicant must demonstrate skills in organization, research and development, performance and needs assessments, public speaking and presentation and computer-based applications.

Physical Requirements: Physical requirements include arm and hand dexterity enough to use a keyboard and telephone; frequent lifting up to 10 pounds, with occasional lifting up to 60 pounds; frequent carrying up to 50 pounds, with occasional carrying up to 60 pounds; frequent pushing up to 5 pounds; frequent pulling up to 20 pounds; may be subject to walking, standing, sitting, reaching, balancing, bending,

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kneeling, handling, feeling, climbing, smelling, and twisting; and vision, speech, and hearing sufficient to perform the essential tasks.

Licenses and Certificates: Possession of a valid Oklahoma class "D" operator's license.

WORKING ENVIRONMENT: Working environment is primarily indoors in an office setting.

Class Code: 1158

EEO Code: E-02

Pay Code: EC-06

Group: Engineering, Planning, and Technical

Series: Communications Operations and Maintenance

Effective Date: February 17, 2014