



# PUBLIC SAFETY TELECOMMUNICATIONS SUPERVISOR JOB DESCRIPTION

Job Title: Public Safety Telecommunications

Supervisor

Pay Grade: 124

FLSA: Non-Exempt

Job Code: CM130

Effective Date: October 2007

Revision Date: November 2019

## NATURE OF WORK

Under limited supervision, plans, coordinates, and supervises the operations and activities of the Lewis County E911 Communications Department; monitors and participates in dispatch activities; maintains dispatch equipment and records; and supervises assigned personnel.

## ESSENTIAL FUNCTIONS:

*The following duties **ARE NOT** intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.*

- Supervises, monitors, and participates in answering incoming calls to the County's E911 Communications Center; coordinates the dispatch of emergency response personnel.
- Receives, logs, and prioritizes incoming emergency and non-emergency calls for service; provides information and/or instructions to callers.
- Dispatches and maintains communication with police, fire, and/or emergency medical services personnel.
- Responds to inquiries from emergency response personnel; provides directions to incident scenes; logs the arrival time of responders and/or aid apparatus.
- Coordinates response activities with outside agencies, public works personnel, coroners, mortuaries, chaplains, and/or other relevant parties.
- Researches and provides information to law enforcement personnel regarding persons, vehicles, criminal histories, warrants, protection orders, and/or stolen property.
- Enters information into the Washington Crime Information Computer (WACIC) and National Crime Information Computer (NCIC) systems in relation to missing persons, runaways, protection orders, stolen items, and vehicles.
- Assists other agencies in coordinating Child Protective Services (CPS) referrals, mental health evaluations, and/or attempts to locate individuals.
- Supervises, trains, and evaluates the performance of assigned personnel; coordinates and tracks staff continuing education activities; administers monthly dispatch skills testing.
- Monitors dispatch personnel for compliance with departmental policies and procedures.
- Prepares payroll; tracks staff leave accruals, overtime, longevity, training hours, and/or lead time and pay.
- Reviews, updates, and maintains departmental policies, procedures, and manuals.

- Tests and monitors the emergency communications system and dispatch equipment for proper functioning; coordinates with vendors regarding systems maintenance and repair.
- Retrieves dispatch tapes as required by law enforcement departments and/or the courts.
- Conducts Emergency Medical Dispatch (EMD) Program audits; monitors and verifies EMD statistics.
- Prepares and maintains a variety of departmental records, reports, and documentation.

**WORKING ENVIRONMENT / PHYSICAL DEMANDS:**

Work is performed in an emergency dispatch center environment; subject to sitting for extended periods of time, standing, bending, reaching, and frequent use of personal computers.

**EMPLOYMENT STANDARDS:**

High School Diploma or G.E.D. equivalent; AND three (3) year's dispatch experience, including one (1) year supervisory experience.

A Telecommunications I and II Certification, Emergency Medical Dispatch Certification, First Aid/CPR Certification, Communications Training Officer (CTO) Certification, Communications Training Officer Instructor (CTOI) Certification, and Criminal Justice Training Commission (CJTC) Instructor Certification are required.

**KNOWLEDGE AND SKILLS:**

**Knowledge of:**

- County policies and procedures.
- Principles and practices of emergency dispatch.
- E911 communications operations, policies, and procedures.
- Emergency dispatch systems and software.
- WACIC and NCIC databases.
- Departmental records, reports, and documentation.
- Supervisory principles, practices, and methods.

**Skills in:**

- Supervising and coordinating the County's emergency dispatch operations.
- Answering, prioritizing, logging, and dispatching emergency and non-emergency calls for service.
- Maintaining communication with and providing information to emergency response personnel.
- Preparing and maintaining accurate dispatch records and documentation.
- Establishing and maintaining effective working relationships with staff, County departments, emergency response providers, outside agencies, and the general public.
- Communicating effectively verbally and in writing.
- Supervising, leading, and delegating tasks and authority.