



## City of Irving Job Description

### Emergency Communications Supervisor

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<b>FLSA Status:</b>	Non-Exempt	<b>Job Department:</b>	Police
<b>Job Code:</b>	J102	<b>Reports To (Job Title):</b>	Police Communications Manager

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#### **PURPOSE**

To plan, organize, and supervise emergency communications operations on an assigned shift, which includes recommending and overseeing implementation of emergency communication goals and objectives, supervising and evaluating dispatchers, monitoring operations of emergency communications equipment, and resolving complaints.

#### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.\*

- Prepare paperwork on injured employees.
- Plan, prioritize, assign, supervise, and review the work of staff involved in emergency dispatching and call screen operations.
- Supervise, direct, and monitor the activities of assigned employees.
- Recommend and oversee implementation of communications goals and objectives, evaluating operations and recommending improvements and modifications.
- Evaluate, discipline, and train dispatchers.
- Maintain inventory of equipment and supplies for the section and scheduling repairs.
- Receive, investigate, and resolves complaints.
- Prepare and reconcile various monitoring reports for administrative oversight.
- Complete training as required to maintain certifications and competencies.
- Operate computer systems and consoles, including telephone, radio, and crime and other tracking systems.
- Execute emergency notifications for various departmental and/or City personnel.
- Create and update section Standard Operating Procedures (SOPs) as needed to ensure compliance with Departmental General Orders, City Policy and Procedures, Federal, state and local laws.
- Interpret policies to ensure adherence to Departmental General Orders and City Policy and Procedures.
- Create and keep record of recordings for open investigations and open records request.
- Execute emergency notifications for the public (IALERT, Amber Alert, Silver Alert, etc.)
- Perform monthly Quality Assurances on their shift's Senior Dispatchers.
- Prepare, plan, and execute transition to new equipment and systems.
- Ensure all department personnel stay current on state testing to remain CJIS compliant.
- Monitor individual sick leave and adhere to city policy.

## **OTHER DUTIES AND RESPONSIBILITIES**

- Teach departmental classes (if an associate trainer) as needed, such as FA/LTFA, etc.
- Review employment applications and conduct background checks utilizing internet research and phone contact, complete criminal history checks of all applicants and conduct interviews of potential hires.
- Review vendor request, conduct criminal background checks and submits fingerprint cards for access to any police building per CJIS Policy Agreement.
- Keep departmental personnel updated on changes/updates of TLETS policies.
- Supervise, plan, recruit, assign, and review the work of staff involved in the Jack E. Singley High School Internship program. Present the program using various media applications to parents and citizens.
- Send out Everbridge IALERTS to the City of Irving.
- Input and process deconflictions for North Texas HIDTA – Monitor all after-hour activity.
- Perform any duties of Senior Dispatcher; such as: answering calls, dispatching, or running NCIC as need.
- Oversee tours that visit the communications section.
- Conduct computer shutdowns weekly.
- Update PowerMap Geofile every month.
- Prepare and update SOP's.
- Schedule observers to sit with dispatchers.
- Move Communications to the Backup PSAP when necessary or for a drill.
- Review and approve ARS reports.
- Review Protective Orders for Entry.
- Approve time off requests.
- Maintain all scheduling; prepare overtime lists.
- Prepare and complete shift bid, mandatory bid, and time off requests every six months.

## **SUPERVISORY RESPONSIBILITIES**

Organizational Supervision - Applies to full personnel management responsibilities including selection, discipline, grievances and formal performance evaluations for a position's direct reports plus all employees reporting up through subordinates, which will include approximately 10-12 employees.

## **FINANCIAL / BUDGETARY RESPONSIBILITY**

N/A

## **QUALIFICATIONS:**

The requirements listed below are representative of the knowledge, skill, and/or ability required.\*

### **EDUCATION**

- Equivalent to the completion of 12<sup>th</sup> grade.
- Some related college or vocational training would be beneficial.

### **EXPERIENCE**

- At least five (5) years of related police dispatch experience, including three (3) years of experience in training dispatchers.

## **CERTIFICATES, LICENSES, REGISTRATIONS**

- Texas Telecommunications Operator Certification.
- Full Access TCIC/NCIC Certificate.
- DPS TLETS/NLETS Operators Course.
- CTO Training Certificate.
- Masters Telecommunicator Certificate.
- HIDTA Certification
- Must be state licensed.

## **KNOWLEDGE OF**

- Supervision: Personnel motivation, interviewing, hiring, oversight, evaluation, and discipline.
- Public Safety Dispatch: Laws and guidelines related to public safety dispatch, including Texas penal codes and safety procedures.
- English Language: The structure and content of the English language, including the meaning of words and grammar.
- Customer Service Management: Principles and processes for providing customer and personal services including needs assessment techniques, quality service standards, alternative delivery systems, and customer satisfaction evaluation techniques.
- Office Software: Current word processing, presentation, spreadsheet, and database programs used by the City.

## **SKILLS AND ABILITIES IN**

- Basic Math: Adding, subtracting, multiplying, or dividing numbers and percentages quickly.
- Mechanical/Technical: Safely operating highly-complex computer and office equipment, including police radio frequencies, computer-driven communications and mapping systems, and the language and TDD telephone lines.
- Social Perceptiveness: Being aware of the reactions of others and understanding why they react the way they do.
- Service Orientation: Actively looking for ways to help people.
- Active Listening: Listening to what others are saying and asking questions as appropriate.
- Communicative: Paraphrasing information from callers & type into CAD in a manner for dispatchers & officers to understand what is occurring.

## **GUIDANCE RECEIVED**

### **General Instructions and Established Precedent/Procedures**

Follows general supervisory instructions, as well as policies and precedents open to judgment in some areas and more specific guidelines, policies and procedures in others. Based on knowledge of policies, precedents and procedures, may assist others with standard work methods and problems.

## **CONTACTS**

Frequent contact is made to area law enforcement personnel in transferring of phone calls, confirming information and relaying information. Contact is also made to all departments within the City, outside of Police, for routine requests of service. Notifications and questions are directed to citizens. Most contact is made via a phone or radio. OEM. Judge Callouts.

## **EQUIPMENT AND PROPERTY**

Positron Phone System, Tiburon CAD & RMS System, Xybix Radio System, Bramic Consoles, Nortel Phones, HIDTA software, Criticall software, Internet, FAX, Copier, ESP Tracking System, Hindsight Recorder are all used on a daily basis. Imaging, Crywolf, InCode, Citrix, EPrinter, MIS, MaverickMap, PowerMap, MCV, Coplogic, INET, TCOLE, Beatbook, Webquery, BiPatrol, NVLS, Clear, Message Switch, CourtNotify, NCIC, Everbridge, IALERT, CivicHR, Twitter, Facebook, BlueTeam, FastPass, Digital Crime Scene, TeleStaff, Techshare, Outlook.

## **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.\*

The employee constantly is required to listen, see, sit, stand, and/or talk. Frequently, s/he is required to grasp, handle, feel, kneel, lift up to 10 pounds, and/or reach. S/he occasionally is required to balance and/or carry. Rarely, s/he is required to crawl, push, and/or pull.

Specific vision abilities required by this job include close vision, distance vision, and color vision. Specific audio abilities required by this job include being able to identify voice recognition, specific tones, radio transmissions and background noises.

## **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.\*

The noise level in the work environment usually is moderate. This job requires the employee to make decisions directly affecting the safety of others. This job requires one to be capable of working shift work.

\* Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Note:** A class specification is a general listing of duties, responsibilities, knowledge, skills, and abilities required of an incumbent assigned to a particular class of work. There may be one or multiple positions assigned to a single classification; therefore, the class specification lists those work attributes that are common to every incumbent in the class.