

CITY OF BREA

**COMMUNICATIONS SUPERVISOR**

DEFINITION

To plan, assign, organize, supervise and coordinate the work of Public Safety Communications Center staff to provide 24 hour-a-day police and fire dispatch services; provide administrative and technical staff assistance; and perform related duties, as assigned.

SUPERVISION RECEIVED AND EXERCISED

General supervision is provided by the Assistant City Manager, functioning as director of the General Services Department.

Responsibilities include direct supervision of public safety dispatchers.

EXAMPLES OF ESSENTIAL JOB FUNCTIONS - Essential job functions include, but are not limited to, the following: *(Management reserves the right to add, modify, change or rescind work assignments as needed).*

Supervise, assign work activities and projects, monitor work flow, and train and evaluate the Communications Center staff engaged in receiving, processing and transmitting routine and emergency messages via radio, computer, teletype, alarm system and other related communications equipment.

Prepare work schedules to provide for adequate coverage on all shifts; prepare and approve vacation, leave and overtime schedules.

Assist in establishing and coordinating productivity, performance and work standards for Communications Center staff.

Assist in analyzing, developing and implementing methods and procedures to be used in accomplishing assigned activities; recommend actions for improvement, as necessary.

Review, interpret and implement existing Communications Center policies and procedures; recommend new policies and procedures, as needed.

Work closely with staff in the Police and Fire Departments, and act as a liaison, to investigate and resolve public safety communications problems and issues.

Work closely with Information Services staff to investigate and resolve all problems and issues related to the public safety system, and the Communications Center's use of BreaNet and telephones.

Assist in emergency dispatch of public safety personnel as needed.

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### Communications Supervisor (continued)

Administer maintenance programs and service contracts for the repair and installation of base stations and radio equipment.

Supervise the maintenance of complete telecommunication records, tapes, and premise history information.

Supervise the maintenance of records and files necessary to the dispatch function.

Assist in the preparation of the annual budget for the Communications Center; authorize expenditures and approve invoices for the Communications Center.

Administer the false alarm billing program; resolve complaints regarding fees charged to alarm owners.

Represent the Communications Center at meetings with community groups, citizen committees, staff, Council members and representatives of other public agencies, as required.

Research, prepare and present oral and/or written reports on a variety of public safety communication matters for the Assistant City Manger, City Manager, City Council or Department Directors.

Prepare letters, memoranda or other written correspondence.

Maintain personnel and payroll records of Communications Center staff; process a variety of forms to initiate changes in records.

## QUALIFICATIONS

### Knowledge of:

Operation of modern and complex public safety communications systems and equipment including Computer Aided Dispatch (CAD) programs and related emergency systems.

Basic principles and techniques of personnel supervision and training.

Principles and practices of office management, budget preparation, and administration.

Principles, practices, methods, and techniques pertaining to the dispatch of personnel and emergency equipment.

Relevant rules, regulations, and statutes of the Federal Communications Commission, as well as pertinent State and local laws, codes and regulations.

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Communications Supervisor (continued)

All equipment necessary to effectively operate a public safety communications center including radio, telephones and computer related equipment.

Ability to:

Plan, organize and supervise the activities of the Communications Center and staff.

Supervise, train, and evaluate staff.

Analyze situations quickly and exercise independent judgement.

Maintain work effectiveness with frequent changes in workload and priority of assignments.

Establish and maintain effective working relationships with a variety of individuals and groups including officials, superiors, subordinates, employees, and members of the public.

Interpret and explain Communications Center policies and procedures.

Research, analyze, and evaluate new equipment, program techniques, and methods and procedures.

Prepare and present effective written and oral presentations to the Assistant City Manager, City Manager, City Council, Department Directors, and community civic and business organizations.

Experience and Education:

To qualify for this classification, an individual must possess any combination of experience and education that would likely produce the required knowledge, skills and abilities, and enable the individual to successfully perform the duties of the position. A typical combination is:

Experience

Five years of increasingly responsible communications experience in a public safety environment, including some supervisory experience.

Education

Equivalent to completion of the twelfth grade supplemented by specialized training in public safety communications and supervisory skill development.

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Communications Supervisor (continued)

PHYSICAL TASKS AND ENVIRONMENTAL CONDITIONS include, but are not limited to, the following:

Ability to:

Frequently sit, stand, reach, lean, twist, turn, grasp, feel, lift, push, pull, bend, kneel and sit for prolonged periods of time.

Input data into computer quickly and accurately for prolonged periods of time.

Manipulate feet to operate radio microphone.

Hear and speak clearly to the general public, public safety personnel and City staff on the telephone, in person, and over the radio.

Hear and detect radio frequencies, ringing telephones and alarm tone while speaking on radio communications equipment or on the telephone.

Read computer display monitors and distinguish colors on computer display monitors.

Read and understand technical materials related to communications equipment, as well as reports, contracts, correspondence, memorandums and other records.

Exposure to:

Vibrations of pitch of computer, and other communications equipment.

Background noise, static and noise from radio communications equipment telecommunications equipment and other equipment.

Computer glare.