



911 Public Safety Center Supervisor 2

Category: Classified/Excluded
Pay Grade: C26
Job Code: 10850

To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.

JOB SUMMARY

This is responsible administrative and supervisory work on an assigned shift related to the operation of the Public Safety Communications Center. Employees in this class are responsible for the supervision of personnel engaged in answering and responding to phone and radio dispatch of Fire and Emergency Medical Services (EMS) response operations. Employees make independent decisions on work problems and interpretation of rules and regulations. The incumbent refers the more difficult decisions to the superior for interpretation and resolution. The position reports to a manager, supervisor or designee.

ESSENTIAL JOB FUNCTIONS (examples, not all inclusive)

- Supervises, assigns and reviews work of all shift personnel performing a variety of duties in connection with the operation of a 911 primary answering point and direct radio dispatch of Fire and EMS response units;
- Prepares and delivers formal start-up and end-of-shift operations briefings to telecommunicators;
- Ensures subordinates implement on-the-job best public safety practices in responding to and handling emergency calls applying the International Academies of Emergency Dispatch protocols and department procedures;
- Coordinates with other agencies in relaying or securing information and maintains constant contact with established operating frequencies;
- Establishes shift assignments for specified periods, maintains daily work schedules, assigns break times, and approves leave requests;
- Corrects equipment malfunctions or reports the malfunction to the proper maintenance personnel;
- Compiles monthly statistics of number of calls received, calls dispatched and number of reports taken by dispatchers, answers phone calls from the public and gives information or dispatches response units;
- Responds to inquiries and researches complaints.
- Handles payroll, performance reviews, discipline and other personnel management functions
- Serves as the Training Supervisor, which involves facilitating the recruitment and hiring process and the maintenance and execution of the division's training program; or the Quality Assurance Supervisor, which involves facilitating the quality assurance program and managing the quality assurance team;
- Acts as liaison between field users and the Regional 911 Communications Center;
- Acts in the absence of the Communications Center Manager;
- Performs other related job duties as assigned.

QUALIFICATIONS

Education and Experience:

5 years of emergency, tactical, or customer/public complaint experience utilizing radio and/or telephone communications experience, which includes 3 years' experience in public safety telecommunications that includes trainer/mentor, lead worker, quality assurance reviewer and 1 year of supervisor experience, supervisory training and responsibility; or an equivalent combination of education, training, and/or experience. Must be at least 18 years of age and successfully obtain and maintain required certifications including, but not limited to; Florida Department of Law Enforcement (FDLE) Criminal Justice Information Services (CJIS) Level 3 - CJIS Security & Awareness Certification; State of Florida 911 Public Safety Telecommunicator Certification; Emergency Medical Dispatch Certification from the International Academies of Emergency Dispatch, and Cardiopulmonary Resuscitation (CPR) Certification within 6 months of appointment.

Special Qualifications (May be required depending on area of assignment):

- Florida Driver's License or Florida Commercial Driver's License and endorsement, if any.
- Assignment to work a variety of work schedules including compulsory work periods in special, emergency, and/or disaster situations.
- Rotating shift, weekend, holiday, and overtime schedules.
- Employee's name must not appear on the Health & Human Services exclusion list.
- National Academies of Emergency Dispatch (NAED) Emergency Medical and Fire Dispatch Quality Assurance Certification
- Instructor or training certification related to the profession
- Other highly desirable knowledge, skills, abilities, and credentials relevant to a position.

Knowledge, Skills and Abilities:

- Knowledge of automated office equipment, practices, and procedures;
- Knowledge of FCC Rules and Regulations regarding the use of radio systems;
- Knowledge of Health Insurance Portability and Accountability Act (HIPPA) and the rules and regulations pertinent to area of assignment;
- Knowledge of legal terminology, grammar, spelling, and math;
- Knowledge of recordkeeping practices and procedures;
- Knowledge of the operation of radio receiving and transmitting equipment and other communications equipment, including computer terminals and Computer Aided Dispatch Systems and procedures;
- Skill in eliciting critical information from citizens in a stressful or life-threatening situation;
- Skill in the application of quality customer service;
- Skill in the operation of automated office equipment;
- Ability to effectively supervise and motivate subordinates and communicate with the public;
- Ability to maintain clear, concise and accurate logs and records; and
- Ability to think clearly and react effectively in an emergency situation.

PHYSICAL/MENTAL DEMANDS

The work is sedentary work and requires exerting up to 10 pounds of force occasionally and /or negligible amount of force frequently or constantly to move objects. Additionally, the following physical abilities are required:

- Balancing: Maintaining body equilibrium to prevent falling while walking, standing or crouching on narrow, slippery, or erratically moving surfaces. The amount of balancing exceeds that needed for ordinary locomotion and maintenance of body equilibrium.
- Fingering: Picking, pinching, typing, or otherwise working, primarily with fingers rather than with the whole hand as in handling.
- Grasping: Applying pressure to an object with the fingers and palm.

- Hearing: Perceiving the nature of sounds at normal speaking levels with or without correction. Ability to receive detailed information through oral communication, and to make the discrimination in sound.
- Mental Acuity: Ability to make rational decisions through sound logic and deductive processes.
- Repetitive Motion: Substantial movements (motions) of the wrist, hands, and fingers.
- Speaking: Expressing or exchanging ideas by means of the spoken word including the ability to convey detailed or important spoken instructions to other workers accurately and concisely.
- Standing: Particularly for sustained periods of time.
- Talking: Expressing or exchanging ideas by means of the spoken word including those activities in which they must convey detailed or important spoken instructions to other workers accurately, loudly, or quickly.
- Visual Acuity: Have close visual acuity such as color differentiation, depth perception, and adequate field vision.
- Walking: Moving about on foot to accomplish tasks, particularly for long distances or moving from one work site to another.

WORKING CONDITIONS

Work involves crisis situations that require this position to make major decisions involving people, resources, and property.