

COMMUNICATIONS SUPERVISOR

DISTINGUISHING FEATURES OF THE CLASS: This position differs from that of a Dispatcher by the increased level of expertise required to perform the more difficult and complex issues received in the communication center, and the added responsibility of supervising the activities of the dispatchers. Work is performed under general supervision in accordance with established policy; Supervision is exercised over subordinate Communications staff. Employees in this class must exercise good judgment in response to emergency situations. Incumbents perform related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only) On assigned shift takes all incoming complaints on the police telephone; Operates radio equipment to dispatch police and emergency vehicles; Maintains police logs; Receives complaints at police desk, interviews persons concerning their complaints and refers them to Law Enforcement Personnel when necessary; Serves as Liaison with 911 Coordinator; Puts into practice protocols and directives to allow smooth transition from County Dispatch to the Delaware County Emergency Operations Center; Records and files complaints and accident reports; Supervises subordinate Communications staff; Prepares schedules to ensure staff coverage of the Communications Center; Maintains training level of Communications staff.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Thorough knowledge of the operation of radio and telephone equipment; Good knowledge of the geography of the municipality; Good knowledge of emergency medical dispatch; Good knowledge of police terminology, procedures and equipment; Clerical Aptitude; Ability to operate a personal computer for data entry; Ability to maintain records and prepare written reports; Ability to understand and follow oral and written directions; Ability to remain calm during stressful situations; Ability to multi-task and retain a lot of information; Mental alertness; Good judgment; Courtesy; Good hearing and clear diction; Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

- A. Graduation from high school or possession of a high school equivalency diploma AND eighteen months (18) months full time experience in dispatching and three (3) years experience as a volunteer or paid EMT or fire department member; OR
- B. An equivalent combination of training and experience as indicated above.

SPECIAL REQUIREMENTS: NYS DCJS Clearance; Successful certification as a NYSPIN operator within 6 (six) months of appointment.

01/22/2007

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