

## FAIRFIELD COUNTY

### JOB TITLE: COMMUNICATIONS SUPERVISOR COMMUNICATIONS

#### GENERAL STATEMENT OF JOB

Under limited supervision, is responsible for overseeing, and performing duties involving the operation of communications equipment to dispatch the appropriate personnel from various emergency services in Fairfield County including the Sheriff's Office, the City Police Department, fire services, EMS, Highway Patrol, the Rescue Squad, Coroner's office, Emergency Preparedness Department, the Red Cross, the Detention Center, the Public Works Department, etc. Handles each call promptly and efficiently. Is responsible for training all Dispatchers. Works under stressful conditions. Reports to the 911 Director.

#### SPECIFIC DUTIES AND RESPONSIBILITIES

##### ESSENTIAL JOB FUNCTIONS

Is responsible for overseeing the activities of Dispatchers. Performs such supervisory duties as instructing; assigning, and reviewing work of others; maintaining standards; coordinating activities; acting on employee problems; ensures that accurate shift coverage is always maintain and recommending disciplinary actions.

Monitors, receives, records and transmits messages pertaining to law enforcement, emergencies, equipment, and personnel, etc. for various County Departments and agencies. Dispatches personnel from the appropriate office/department including the Sheriff's Office, the City Police Department, fire services, EMS, the Highway Patrol, the Rescue Squad, the Coroner's ;Office, the Emergency Preparedness Department, the Red Cross, the Detention Center, the Public Works Department, etc.

Monitors activities of officers on patrol in order to provide for backup if needed; reviews reports and lists posted in the communications center for updates on duty rosters.

Operates computer/printer in order to obtain information on driver's licenses, vehicle tags, warrants, addresses, etc., transmits information to officers as requested.

Operates teletype linked to National Crime Information Center, CJICS, and SLED to transmit/receive information regarding criminal activity such as wanted person, stolen guns, stolen vehicles, unidentified bodies, criminal histories, sex offenders, missing persons, etc.

Acts as twenty-four hour contact agency for various departments, agencies, etc. including DSS, home health nurses, DHEC, Red Cross, towing services, school maintenance, Animal Control, National Weather Service, Duke Power plant, etc.

Assists the general public by answering questions concerning law enforcement activities and street locations, and referring them to agencies where they may obtain further assistance.

Maintains, collates, and files dispatch reports.

Inspects equipment to ensure it is in proper operating order; reports any equipment in need of repair.

Monitors alarms and contacts business owners when alarms have been set off.

Is responsible for maintaining an adequate inventory of all supplies and uniforms utilized by personnel; recommends orders for items as needed to the 911 Coordinator.

Programs and maintains the CAD computer to generate residential alarms, business alarms, landmarks, streets, etc.

Assists with developing new policy and procedures as needed.

Receives, reviews, processes, files and/or submits a variety of documents and reports such as log sheets, dispatch reports, maps, schedules, purchase requisitions, purchase orders, etc.

Works under stressful conditions.

Works on a rotating shift basis.

Attends required periodic training sessions and seminars.

#### ADDITIONAL JOB FUNCTIONS

Performs other related duties as required.

MINIMUM TRAINING AND EXPERIENCE

High school graduation and three to five years of experience in telecommunications operations, or any equivalent combination of education and experience which provides the required skills, knowledge, and abilities. Must possess NCIC certification and radio communications certification. Must be able to type at a corrected rate of thirty-five words per minute.

MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED  
TO PERFORM ESSENTIAL JOB FUNCTIONS

Physical Requirements: Must be physically able to operate a two-way radio as well as a variety of types of office and other equipment including computer, typewriter, alarm monitor, SLED teletype, camera, maps, etc. Must be physically able to exert up to ten pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull, or otherwise move objects. Position involves mostly sedentary work, but may require walking, standing, reaching, stooping, etc. for brief periods of time. Must be able to lift and/or carry weights of approximately twenty pounds.

Data Conception: Requires the ability to compare and/or judge the readily observable functional, structural, or compositional characteristics (whether similar to or divergent from obvious standards) of data, people, or things.

Interpersonal Communication: Requires the ability of speaking and/or signaling people to convey or exchange information. Includes the giving of assignments/instructions to subordinate personnel. Includes the receiving of information and instructions from supervisor.

Language Ability: Requires the ability to read and comprehend a variety of documents and reports. Requires the ability to prepare various documents and reports such as dispatch reports, schedules, purchase orders, etc., using the proper format, punctuation, spelling and grammar, and using all parts of speech. Requires the ability to communicate with co-workers, other County personnel, police agencies, public utilities, various agencies, and the general public, etc. with poise, voice control, and confidence.

Intelligence: Requires the ability to apply principles of logical or scientific thinking to define problems, collect data, establish facts, and draw valid conclusions; to interpret an extensive variety of technical instructions in mathematical or diagrammatic form. Must be able to deal with several abstract and concrete variables. Requires the ability to apply principles of rational systems such as law enforcement, counseling, medical systems, communications, etc., in order to solve problems.

Verbal Aptitude: Requires the ability to record and deliver information and to follow verbal and written instructions.

Numerical Aptitude: Requires the ability to utilize mathematical formulas; add, subtract, multiply, and divide numbers; utilize decimals and determine percentages; and determine time and weight.

Form/Spatial Aptitude: Requires the ability to inspect items for proper length, width and shape.

Motor Coordination: Requires the ability to coordinate hands and eyes in utilizing office and communications equipment.

Manual Dexterity: Requires the ability to handle a variety of items, control knobs, switches, etc. Must have moderate levels of eye/hand/foot coordination.

Color Discrimination: Requires the ability to differentiate colors and shades of color.

Interpersonal Temperament: Requires the ability to deal with people beyond receiving instructions. Must be adaptable to performing under moderate stress when confronted with an emergency.

Physical Communication: Requires the ability to talk and/or hear (talking - expressing or exchanging ideas by means of spoken words; hearing - perceiving nature of sounds by ear.)

### PERFORMANCE INDICATORS

Knowledge of Job: Is able to speak clearly and concisely in receiving and transmitting messages. Is knowledgeable of policies and procedures governing the Communications Center and other emergency agencies. Has working knowledge of functions of various agencies that provide assistance in emergency situations which include fire departments, EMS, Red Cross, Public Works Department, etc. Knows how to operate and care for short wave, teletype equipment, computers, etc. Knows agency rules and regulations regarding use of radio equipment. Knows which internal reports have to be maintained by communications specialist. Has thorough knowledge of the organization, of other emergency agencies and of related law enforcement agencies. Has skill in the use of communications equipment. Has knowledge of the layout of the county roads and of the locations of the various neighborhoods. Is able to receive and transmit messages that are descriptive of events taking place. Is able to maintain calm disposition in emergency situations. Has the ability to oversee the activities of subordinate personnel. Has the ability to train all new personnel in the

use of telecommunications equipment. Knows how to purchase items as needed in the Center in order to maintain adequate inventory. Is able to work under stressful conditions related to handling emergency situations and performing supervisory duties.

Quality of Work: Maintains high standards of accuracy in exercising duties and responsibilities. Exercises immediate remedial action to correct any quality deficiencies that occur in areas of responsibility. Maintains high quality communication and interacts with all County departments and divisions, co-workers and the general public.

Quantity of Work: Maintains effective and efficient output of all duties and responsibilities as described under "Specific Duties and Responsibilities."

Dependability: Assumes responsibility for doing assigned work and for meeting deadlines. Completes assigned work on or before deadlines in accordance with directives, County policy, standards and prescribed procedures. Accepts accountability for meeting assigned responsibilities in the technical, human and conceptual areas.

Attendance: Attends work regularly and adheres to County policies and procedures regarding absences and tardiness. Provides adequate notice to higher management with respect to vacation time and time-off requests.

Initiative and Enthusiasm: Maintains an enthusiastic, self-reliant and self-starting approach to meet job responsibilities and accountabilities. Strives to anticipate work to be done and initiates proper and acceptable direction for the completion of work with a minimum of supervision and instruction.

Judgment: Exercises analytical judgment in areas of responsibility. Identifies problems or situations as they occur and specifies decision objectives. Identifies or assists in identifying alternative solutions to problems or situations. Implements decisions in accordance with prescribed and effective policies and procedures and with a minimum of errors. Seeks expert or experienced advice and researches problems, situations and alternatives before exercising judgment.

Cooperation: Accepts supervisory instruction and direction and strives to meet the goals and objectives of same. Questions such instruction and direction when clarification of results or consequences are justified, i.e., poor communications, variance with County policy or procedures, etc. Offers suggestions and recommendations to encourage and improve cooperation between all staff persons and departments within the County.

Relationships with Others: Shares knowledge with managers, supervisors and staff for mutual and County benefit. Contributes to maintaining high morale among all County employees. Develops and maintains cooperative and courteous relationships with agency employees, staffers and managers in other departments, representatives from organizations, and the general public so as to maintain goodwill toward the County and to project a good County image. Tactfully and effectively handles

requests, suggestions and complaints from other departments and persons in order to maintain goodwill within the County. Emphasizes the importance of maintaining a positive image within the County. Interacts effectively with higher management, County Administrator, professionals and the general public.

Coordination of Work: Plans and organizes daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology. Avoids duplication of effort. Estimates expected time of completion of elements of work and establishes a personal schedule accordingly. Attends meetings, planning sessions and discussions on time. Implements work activity in accordance with priorities and estimated schedules. Maintains a calendar for meetings, deadlines and events.

Safety and Housekeeping: Adheres to all safety and housekeeping standards established by the County and various regulatory agencies. Sees that the standards are not violated. Maintains a clean and orderly workplace.

Planning: Plans, directs and uses information effectively in order to enhance activities and production of the department. Knows and understands the expectations of the County regarding the activities of the department and works to see that these expectations are met. Designs and formulates ways, means, and timing to achieve the goals and objectives of the department and the County. Within the constraints of County policy, formulates the appropriate strategy and tactics for achieving departmental and County objectives.

Organizing: Organizes own work and that of subordinate staff well. Ensures that staff members know what results are expected of them and that they are regularly and appropriately informed of all County and department matters affecting them and/or of concern to them.

Staffing: Works with the 911 Coordinator, the County Administrator, and the Personnel Department to recommend employment of personnel for the department who are qualified both technically and philosophically to meet the needs of the department and the County. Personnel directs the development and training of departmental personnel in order to ensure that they are properly inducted, oriented and trained.

Leading: Provides a work environment which encourages clear and open communications. Has a clear and comprehensive understanding of the principles of effective leadership and how such principles are to be applied. Provides adequate feedback to staff so that they know whether their performance levels are satisfactory. Commends and rewards employees for outstanding performance yet does not hesitate to recommend disciplinary action when necessary. Exercises enthusiasm in influencing and guiding others toward the achievement of County goals and objectives.

Controlling: Provides a work environment which is orderly and controlled. Coordinates, audits, and controls the utilization of materials and equipment efficiently and effectively. Has a clear and comprehensive understanding of County standards, methods and procedures.