

City of Chesapeake
Class Title: Public Safety Telecommunicator Supervisor

Job Class Code: 7285	FLSA Status: Non-exempt
Pay Basis: Salary (Annual)	EEO Category: 3

GENERAL DESCRIPTION OF CLASS

The purpose of the class is to supervise and oversee the dispatching of emergency services in response to calls for assistance. The class is responsible for supervising staff and overseeing dispatching services including scheduling, training, establishing procedures, monitoring, evaluating, dispatching, maintaining emergency reference materials, maintaining logs, tapes, and records and servicing/maintaining equipment. The class works within broad policy and organizational guidelines; independently plans and implements projects; reports progress of major activities through periodic conferences and meetings. This job classification provides service to the community on a 24 hour basis during all hours of the day and night. In order to accommodate this 24 hour service, this job class is required to work on rotating schedules, which includes working weekends and holidays, and may involve work in excess of regularly scheduled hours (overtime) when required by operational necessity.

TYPICAL TASKS

- Supervises staff including selecting or recommending selection, training, assigning and evaluating work, counseling, disciplining, and terminating or recommending termination.
- Oversees all shift operations; monitors ongoing actions and intervenes in difficult situations; evaluates procedures and initiates changes as required.
- Coordinates activities and notifies appropriate personnel, agencies, and the media in emergency situations in accordance with policy and procedures.
- Answers emergency service telephones, records essential information and dispatches units from appropriate agencies such as Police Department, Fire Department, or other emergency response activities.
- Answers/responds to administrative telephones, other communications devices, and citizen requests or complaints; decides on appropriate courses of action, dispatches assistance as required, or refers to appropriate service agency.
- Provides assistance to emergency services personnel by answering questions, researching information, or performing other services.
- Oversees maintenance of various logs, charts, and recordings to provide records of all emergency and non-emergency actions for follow-up investigative, administrative, or legal actions.
- Oversees operation and maintenance of emergency and non-emergency equipment such as computers, printers, playback systems, CAD, and other systems.
- Oversees maintenance of an immediately available library of emergency reference material such as computer manuals, maps, repair logs, wrecker logs, policy/procedure SOPs, policy memos and other reference material.
- Conducts or attends staff meetings, participates in and provides technical and other training; prepares reports and other administrative tasks as required.
- Performs other related duties as assigned.

GENERAL STANDARDS

Data Involvement	Gathers, organizes, analyzes, examines, or evaluates data or information and may prescribe action based on such data or information.
Interpersonal/People Involvement	Supervises or leads others by determining work procedures, assigning duties, maintaining harmonious relations, and promoting efficiency.
Reasoning Requirements	Performs supervisory work involving policy and guidelines, solving both people and work related problems.
Mathematical Requirements	Performs addition and subtraction, multiplication and division; may calculate ratios, rates and percents.

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Language Requirements	Reads journals, manuals, and professional publications; speaks informally to groups of coworkers, staff in other organizational agencies, the general public, and people in other organizations; composes original reports, training and other written materials using proper language, punctuation, grammar, and style; (presents training programs).
Mental Requirements	Performs specialized technical and entry level professional work requiring general understanding of operating policies and procedures and their application to problems not previously encountered; applies specialized technical or professional principles and practices in the solution of problems; requires normal attention with short periods of concentration for accurate results and occasional exposure to unusual pressure.
Decisions/Supervisory Control	Supervises others requiring the development of procedures and constant decisions affecting subordinate workers, crime victims, patients, and others in the general public.

EDUCATION, EXPERIENCE AND SPECIAL REQUIREMENTS

Vocational/Educational Requirement	Requires high school diploma or GED and any combination of education and experience equivalent to satisfactory completion of one year of college education in telecommunications or a closely related field.
Experience	In addition to satisfying the vocational/education standards, this class requires a minimum of four years of related, full-time equivalent experience.
Special Certifications and Licenses	Special skills or equipment certification may be required. Must be a United States citizen or a lawful resident for the past 10 consecutive years.
Special Requirements	Employees may be expected to work hours in excess of their normally scheduled hours in response to short-term department needs and/or City-wide emergencies. Emergency operations support work and work locations may be outside of normal job duties.

AMERICANS WITH DISABILITIES ACT (ADA) REQUIREMENTS

The City of Chesapeake is an Equal Opportunity Employer. ADA requires the City to provide reasonable accommodations to qualified individuals with disabilities. Prospective and current employees are invited to discuss accommodations.

This is a class specification and not an individual position description. A class specification defines the general character and scope of duties and responsibilities of all positions in a job classification, but is not intended to describe and does not necessarily list the essential job functions for a given position in a classification.

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