# Job Description

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| Job Title: | Public Safety Communications Supervisor | Classification: | Classified |
| Department: | Police | Grade: | 200 |
| Occupational Group: | Emergency Communications | FLSA: | Non-Exempt |
| Status: | Full-Time | Supervisory: | Yes |

## Primary Purpose

Under general supervision; assigns, coordinates, and reviews the work of Public Safety Communication Operators staff assigned in the Public Safety Communications Center.

## Essential Job Functions

*Management reserves the rights to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job. Regular and consistent attendance for the assigned work schedule is essential.*

1. Reviews work of Public Safety Communication Operators to identify and correct errors, determine training needs, and ensure the accuracy and timeliness of data input into a variety of computer databases.
2. Interfaces with the Joplin Fire Department, the Joplin Police Department, and other user agencies/organizations to identify and resolve problems.
3. Identifies, develops, recommends, and implements procedures to increase service effectiveness and efficiency within the Communications Center.
4. Trains staff regarding dispatch operations practices, procedures, and policies.
5. Interfaces with computer programming staff to develop/revise programs to ensure the effective operation of computerized records systems; generates required statistics and reports.
6. Interfaces with records staff to ensure accurate and timely data entry; resolves problems and questions regarding computerized records systems.
7. Performs the full range of duties of Public Safety Communications Operator as needed to ensure effective staffing and delivery of services.
8. Develops, maintains, and submits a variety of records and reports, as directed.
9. Contributes effectively to the Police Department, communicates effectively with co-workers, both within the department as well as outside the department. Maintains satisfactory attendance to ensure duties are performed without negatively impacting co-workers or delivery of service to the public.
10. Coaches and develops direct reports by providing regular feedback regarding employee performance. Provides timely and constructive feedback through the formal evaluation process.
11. Addresses employee performance concerns in compliance with established policies and procedures. Participates in the disciplinary process by providing critical input prior to the Department Director issuing a final recommendation for disciplinary action in compliance with the City's policies and procedures

## Other Duties

- Attends and participates effectively at departmental staff meetings.
- Maintains the confidentiality of files, records, reports as required by law, City policy, and procedures.
- Performs other duties as assigned.

## Minimum Qualifications

**Knowledge of:** Emergency dispatch policies and practices; data entry procedures; Computer Aided Dispatch methods; NCIC computer operation/use policies and procedures; names and locations of streets in the City of Joplin; general Police and Fire Department operations; basic office management practices and procedures including employee scheduling; principles and practices of training and supervision; Microsoft Office Suite.

**Skill in:** Communicating clearly, both verbally and in writing; establishing and maintaining effective working relationships with Federal, State, and local law enforcement officers, Fire Department and emergency response staff, and the public; evaluating emergency calls and determining the appropriate response; remaining calm and calming others in emergency situations so that necessary information related to the emergency can be obtained and relayed; scheduling, coordinating, and reviewing the work of subordinate staff; communicating using standard telephone and two-way radio equipment; operating a variety of office equipment including a FAX or teletype machine and computer terminal; data entry; Microsoft Office Suite.

**Education:** High school diploma or GED equivalent required.

**Experience:** Two years full-time emergency communications work experience.

**Licenses and Certifications:** Possess and maintain a valid state issued driver's license. Must possess and maintain certification for Missouri Uniform License Examination System (MULES), Emergency Medical Dispatch (EMD) and CPR and First Aid throughout employment.

## Physical Demands Requirements and Working Conditions

This is primarily an office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment; vision to read printed materials and a computer screen; hearing and speech to communicate in-person and over the telephone. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 20 pounds.

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset members of the public or their representatives while enforcing departmental policies and procedures.

## Miscellaneous Requirements

Requires successful post-offer completion of a background investigation, physical exam, and drug test as a condition of employment with the City of Joplin. Must be able to work 12-hour shifts, including weekends and holidays.

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| Revision Date: 11/01/2021 | Type of Change: Update position |
| Revision details: City-wide job description revision and updates. | |