

CITY OF BLACK HAWK 2024 Job Description

JOB TITLE:	Communications Supervisor	DEPARTMENT:	Police Department
REPORTS TO:	Administration Commander	EXEMPT:	No
SALARY RANGE:	\$42.6970 - \$59.7759 / HR		

SUMMARY

The Communication Supervisor is a non-sworn position classification responsible for the supervision of the 911 Emergency Communications Center for Police, Fire and Emergency Medical Services, and other City Departments. Under general supervision, manages and reviews all police, fire, and emergency medical services communication. The position performs Computer Aided Dispatch (CAD) system backup procedures and operates the system to produce reports as required. The incumbent must also function as a member of the department's management team and actively address issues of concern to the department. The communications supervisor is the primary system software administrator for the CAD system, emergency phone system, and other communications resources. The Communications Supervisor performs a variety of administrative and related responsibilities as assigned.

SUPERVISORY RESPONSIBILITIES

The Communication Supervisor supervises all Communication Officers, operations in the Communication Center. This includes management of all staff training, resources, and dispatch consoles. This is a working supervisor position that will include duties and shifts equivalent to a Communication Officer I and Communications Officer II.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Supervise and participate, as needed, in activities involving the dispatch of routine and emergency calls for service.
- Provide instructions to subordinates and answer questions.
- Coordinates the scheduling and completion of work unit projects by determining operational priorities and resolving workload problems.
- Responsible for inspecting work for accuracy and completeness.
- Evaluate work techniques and methods for conformance to established work standards and alter methods or procedures as necessary.
- Respond to inquiries from the public, other departmental, or city employees; provide an explanation of work unit technical process and functions requiring an understanding of policies and procedures.
- Advise the Commander of pertinent incoming information and potential operating problems.

- Serves as the information technology contact for all systems within the Communications Center. Reports any unsolvable problems to the network administrator immediately.
- Coordinates training of citizens or business employees regarding the proper reporting of emergency and non-emergency information to the Communication Center.
- Performs basic inquiries of assigned employees' performance, manages and investigates any performance issues or complaints if received externally or internally.
- Conducts training or supervises such activity; prepare and maintain the Dispatch Training Manual; advise and otherwise provide assistance and training to other department personnel regarding communications services.
- Researches and participates in grant writing in an attempt to procure dependable, updated, communications equipment.
- Prepare and maintain operations manuals related to the communication center.
- Perform backup procedures to the CAD system; operate the system to produce reports per schedule and as requested; ensure security of computer systems as assigned; troubleshoot system malfunctions as required.
- Coordinate with the Property/Evidence Custodian with the preparation of any tape recordings as requested of radio and telephone communications for use as court evidence, in response to subpoenas, for training, or other authorized purposes.
- Enter and update emergency, caution and related files into the computer system.
- Requisition supplies and other materials as needed; maintain an inventory of supplies for the communication center.
- Participate in the selection of subordinate personnel; evaluate performance; provide counseling and initiate disciplinary action.
- Represent the department in positive relations with professional associations, other agencies and organizations.
- Perform other related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Organization and functions of police, fire and emergency medical services.
- Operational principles and practices of a police and fire radio telephone emergency communications and dispatching system, including 911-system operation.
- Appropriate agencies for handling of public safety complaints/problems emergencies.
- General office, records management and administrative practices and procedures, including rules and procedures involved in release and maintenance of police records and files.
- English usage, spelling, punctuation and grammar.
- Supervision, training and performance evaluation.

Skilled in:

- The operation of all automated equipment and the performance of the most difficult tasks associated with a police/fire dispatch system, including CAD system backup procedures and report writing.

Ability to:

- Supervise, train and evaluate others involved in related activity.
- Plan, schedule and coordinate the work of assigned personnel.
- Development and implementation of operational procedures effectively.
- Remain calm in emergency situations.
- Communicate effectively in written and oral form.
- Develop and maintain effective working relationships with those contacted in the course of work.

Certifications:

Must hold current certification or be able to obtain certification within one year of hire in the following:

- CCIC/NCIC Advanced Operations
- NIBRS Operation
- Emergency Medical Dispatching
- Notary Public – State of Colorado

EXPERIENCE AND EDUCATION

Any combination equivalent to the experience and education that could likely provide the required knowledge and abilities is qualifying. A typical way to obtain the necessary knowledge, skill, and ability would be:

Education:

- High School Diploma or GED.

Experience:

- Three years of increasingly responsible work experience involving the operation of an emergency law enforcement and fire dispatch system.

PHYSICAL REQUIREMENTS AND ENVIRONMENTAL SETTING

Perform the essential job functions physically. Maintain physical condition and fitness to meet the demands as follows:

- Works varied hours, shifts and adjust sleep patterns.

- Sit for extended periods of time, position oneself in front of various computer workstations, ability to function for extended periods.
- Carry out light physical work to include handling objects up to 20 pounds, occasionally and up to 10 pounds frequently.
- Reach overhead and bend down to retrieve items and documents from various locations.
- Hear within an acceptable range to carry out conversations and understand relevant facts of an urgent nature over the radio, telephone, and in person.
- Reach, stoop, hear, see, bend and touch within levels that the essential job functions can be accomplished.

NECESSARY REQUIREMENTS

- Must pass a thorough background investigation, including but not limited to a psychological assessment and driving history check.
- Applicants with a record of conviction for serious misdemeanors or felony crimes will be disqualified.
- Must be able to perform in a busy environment with frequent interruptions
- Employees are expected to follow all types of safety rules, such as wearing seat belts whether driving or riding passengers in any City-owned vehicle.

COMMENTS

The intent of this classification is to describe the types of job tasks and levels of responsibility and difficulty required of persons assigned to this classification title. This is not to be considered a detailed description of every duty/responsibility of the job.

The City of Black Hawk is an Equal Opportunity Employer. Pursuant to the *Immigrations Reform and Control Act*, it is the city's intention to hire only individuals who are United States citizens or those authorized to work and live in the United States.

I have read and fully understand the duties of the job description.

Sign: _____ Date: _____