



City of Casa Grande

Public Safety Communications Supervisor

GENERAL PURPOSE: Under general supervision, supervises staff and activities of the public safety communications unit of the Police Department.

PRIMARY DUTIES AND RESPONSIBILITIES:

*The following duties **ARE NOT** intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.*

- Supervises assigned staff and provides technical support services for the communications systems of the Police Department; manages the system functions, adds and deletes system users, and establishes mailboxes and security protocols.
- Coordinates, prioritizes and assigns tasks and projects; tracks and reviews work progress and process; evaluates work performance and implements disciplinary actions.
- Trains employees on equipment, procedures and system upgrades; troubleshoots communications systems and applications to identify operational problems and issues; oversees technical repairs.
- Performs functions of evidence custodian, maintains audio tapes and document records, and prepares copies and reports as required from the communications unit.
- Reviews trends and practices in law enforcement communications systems.
- Monitors telephones and radio in dispatch center; assures that calls and messages requiring action by the emergency services departments are handled in accordance with City rules and regulations.
- Performs duties of Dispatcher as needed.
- Trains and tests terminal operators; validates data base record entries to ensure record entry is valid, active and contains complete and accurate information.
- Reviews, maintains and updates records and files.
- Performs other duties as assigned or required.

SUPERVISION EXERCISED: Dispatchers and other staff as assigned.

JOB DESCRIPTION
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MINIMUM QUALIFICATIONS:

Education and Experience:

High School diploma or GED equivalent, and three (3) year's experience in a public safety communications center, with at least two (2) years in a computer-aided dispatch environment.

Necessary Knowledge, Skills and Abilities:

- Knowledge of City policies and procedures.
- Knowledge of equipment utilized in law enforcement communications including radio, telephone and dispatch equipment.
- Knowledge of Police and Fire Department and other enforcement agency's patrol procedures.
- Knowledge of City geographical area, roads, and the locations of City landmarks.
- Knowledge of radio base stations, and use of radio codes and call letters.
- Knowledge of City, state, and Federal laws, and of Department policies and procedures as they relate to dispatching public safety emergency services.
- Knowledge of business and personal computers, and specialized software applications.
- Knowledge of supervisory principles, practices and methods.
- Knowledge of the principles of record keeping and records management.

- Skill in handling multiple tasks simultaneously, under pressure, and in emergency situations.
- Skill in obtaining information from hostile or emotional citizens.
- Skill in determining priorities and handling high-pressure situations.
- Skill in communicating clearly and concisely, and relaying details accurately.
- Skill in remembering names, numbers and locations, and reading maps quickly and accurately.
- Skill in handling high volume of telephone calls.
- Skill in operating a personal computer utilizing a variety of software.
- Skill in following and effectively communicating verbal and written instructions.

Special Requirements: Terminal Operator Certification for NCIC & ACJIS access is required within probationary period. Depending on the needs of the City, incumbents in this classification may be required to obtain and maintain additional licenses or technical certifications.

Physical Demands / Work Environment: Work is performed in a fast-paced, high-volume, 24-hour/7-day-per-week emergency communications center operation setting. May be required to sit or stand for extended periods of time.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as needed.