

CITY OF XENIA, OHIO An Equal Opportunity Employer **POSITION DESCRIPTION**
Department: Public Safety **Title:** Emergency Communications Supervisor **Division:** Emergency Communications

Date Adopted: 09082022 Date Revised:

Civil Service Status: Unclassified **Reports to:** Emergency Communications Administrator
Employment Status: Full-Time **Supervises:** Communications Operator
FLSA Status: Exempt
EEO Status: 1 – Officials & Admin

QUALIFICATIONS: (Examples of acceptable qualifications)
Completion of secondary education (high school diploma or GED) and five (5) years’ experience in public safety communications; or any equivalent combination of education and experience which provides the required knowledge, skills, and abilities. Must be willing to work on a rotating schedule including nights, weekends and holidays to ensure 24/7 coverage; be subject to call back and hold over to maintain minimum staffing 24/7, must be have basic computer skills and the ability to type at least 35 wpm.

LICENSURE OR CERTIFICATION REQUIREMENTS:
(The following license and/or certifications must be maintained as a condition of continuing employment)
Must possess valid State of Ohio driver’s license and remain insurable under the City’s vehicle insurance policy; Leads Certification; Public Safety Telecommunicator Basic Training Certification, Emergency Medical Dispatch Certification, CPR for Healthcare Providers, National Incident Management System (NIMS) 100, 200, 700 and 800, 300 and 400, Emergency Number Professional (ENP) certification, Registered Public-Safety Leader (RPL) certifications or Communication Center Management (CMCP).

MINIMUM ACCEPTABLE CHARACTERISTICS: (*Indicates developed after employment)
Knowledge of: department policies and procedures,* phone and computer basics, basic office practices and procedures, English grammar and spelling, records management, basic accounting, FCC Rules and Regulations, * geographical layout of various jurisdictions, * safety practices and procedures, stress management, *chain of command,*liability, *terminology, *roles and responsibilities, agencies * performance standards, * laws, statutes, and codes, *incident management, * governmental standards, technology, *risk assessment, social media, automated data, video messaging, *incident command, inventory control; purchasing; interviewing; FCC rules and regulations; LEADS computer operations; public safety radio dispatching techniques; 911 terminal operating procedures; two-way radio operations; data processing techniques and procedures; data security; CAD software; database management; geographic layout of jurisdiction; government structure and process; Dispatch certification/licensure requirements; department goals and objectives;* department policies and procedures;* telecommunications equipment installation, maintenance, and repair; law enforcement procedures and methods; public relations; media relations; office practices and procedures; English grammar and spelling; records management; labor relations; employing training and development; personnel administration; workplace safety; supervisory principles and practices; manpower planning; office management; local geographical area.

Skill in: keyboarding/typing, multitasking, decision-making, critical thinking, verbal and written communication skills, ability to work as part of a team, active listening/hearing, customer service, computer, telephony, *call control, conflict resolution, problem solving, analytical, troubleshooting, text
Page 2 of 4 **CITY OF XENIA, OHIO** An Equal Opportunity Employer **POSITION DESCRIPTION**
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messaging, *data analytics, social media, *operation of emergency communication equipment and related system not limited to CAD, GIS mapping, 911 CPE, LEADS, NCIC, etc. and related dispatch systems.

Ability to: Supervise screening of initial 911 emergency and non-emergency calls, ensure clear and effective communications, ensure accurate incident information and location information is relayed timely to first responders, monitor and ensure responder safety checks are completed, assist with mitigating caller safety, supervise the accuracy of information entered into CAD and/or RMS, supervise the Emergency Communications Operator's effective management of callers, prioritization, monitor and supervise the use of Emergency Medical pre-arrival instructions, quick decision-making, empathy, respect, patience, maturity, even-tempered, integrity, ethical, life-long learner, dependable, flexible, efficient, tolerant, analytical, detail oriented; carry out instructions in written, oral, or picture form, prepare accurate documentation, communicate effectively, maintain records according to established procedures, develop and maintain effective working relationships, exercise sound judgment during stressful situations, utilize surveillance equipment and recognize problems and/or inconsistencies, recognize unusual or threatening condition and take appropriate action, apply management principles to solve agency problems; resolve complaints, exercise independent judgment and discretion, select most qualified applicant according to specifications for referral, determine material and equipment needs, maintain records according to established procedures; compile and prepare reports; write instructions and recommend policy changes; respond to routine inquiries from public and/or officials, conduct effective interviews, communicate effectively, train or instruct others, recognize mental health and safety warnings, understand a variety of written and/or verbal communications, develop and maintain effective working relationships.

ESSENTIAL FUNCTIONS OF THE POSITION: For purposes of 42 USC 12101:

1. Manages the shift operations of the Communications Center and supervises, assigns and evaluates the activities of personnel during 911 emergency and non-emergency calls; schedules and assigns tasks, prepares and issues discipline or commendation, receives and responds to questions, monitors questions, monitors performance, enforces compliance with all policies and procedures, rules and regulations, and has a working knowledge of the collective bargaining agreement.

2. Responsible for verifying and reconciling timekeeping and leave requests and records to ensure accurate payroll of assigned personnel.

3. Supervise the general operations of the Communication Center; ensures staff receives and dispatches unit status for police, fire, and utilities; operates communication equipment (e.g., trunked radio system, computer aided dispatching, LEADS, TDD, etc.); ensures calls are answered and directed properly.

4. Supervises all staff assigned (e.g., schedules and assigns tasks, interviews job applicants, recommends the hiring of job applicants, recommends and issues discipline, recommends and adjusts pay assignments, evaluates performance, receives and adjusts grievances or employee complaints, approves and recommends the approval of leave requests, attends or participates in meetings in which policy questions are reviewed or discussed, assists with the development of policy, recommends policy changes, participates in personnel or labor relations activities, is a member of management's collective bargaining.

Page 3 of 4 **CITY OF XENIA, OHIO** An Equal Opportunity Employer **POSITION DESCRIPTION**

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5. Assists in the development of training programs, staff trainings and is the Assistant LEADS Terminal Agency Coordinator and performs LEADS validation functions; and a member of the quality assurance team.

6. Inspects equipment to ensure that it is in proper working order; arranges for equipment repair and maintenance; ensures tape recordings are made available for the public (e.g., court, media, and attorney).

7. Must work in harmony with others and have good public relation skills, including the ability to establish and maintain effective working relationships with fellow staff, other departments, other agencies, the public, elected officials, citizens and businesses.

8. Attends meetings (e.g., staff, emergency preparedness) as required.

9. Contacts general public, courts, media, lawyers, and government agencies, in order to obtain or disseminate information related to the essential position functions (through memos, meetings, etc.); responds to citizen complaints and phone inquiries.

10. Meets all job safety requirements and all applicable OSHA safety standards and federal or state regulations that pertain to essential functions.

11. Demonstrates regular and predictable attendance.

12. Performs other duties as assigned.

EQUIPMENT OPERATED: (The following are examples only and are not intended to be all inclusive.)

Personal computer, printer, copy machine, fax machine, and other standard business office equipment, CAD equipment, police radio, fire radio, and other dispatch equipment.

INHERENTLY HAZARDOUS OR PHYSICALLY DEMANDING WORKING CONDITIONS:

Work is performed in an emergency communications center. The work level can fluctuate from minimal to fast-paced and high volume. The employee deals with crisis situations that require them to quickly make major decisions involving people, resources, and property with frequently limited direction. The employee may be asked to work scheduled shifts at any time of the day or night or on holidays. The employee must be able to cope in a safe manner with stressful situations, emotional callers, irate callers, responders and unprofessional contacts.

The employee has exposure to chemical compounds found in an office environment (e.g., toner, correction fluid, etc.); uses or works in proximity to the use of firearms; the employee may occasionally experience hostility from the general public; the employee is periodically exposed to stressful situations; occasionally lifts objects 20 lbs or less; occasionally carries objects 20 lbs or less; occasionally pushes objects 20 lbs or less; occasionally pulls objects 20 lbs or less. Page 4 of 4 **CITY OF XENIA, OHIO** An Equal Opportunity Employer

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This position description in no manner states or implies that these are the only duties and responsibilities to be performed by the position incumbent. My (employee) signature below signifies that I have reviewed and understand the contents of my position description.

Name of Employee: _____

Employee Signature Date