



## BOONE COUNTY JOB DESCRIPTION

<b>JOB TITLE:</b> <u>Shift Supervisor</u>	<b>NEW:</b> <u>X</u>	<b>REVISED:</b> <u>    </u> <small>(Please check one)</small>
<b>REPORTS TO:</b> <u>Operations Manager</u>	<b>FLSA:</b> <u>Non-Exempt</u>	<b>DATE:</b> <u>08/15</u>
<b>DEPARTMENT:</b> <u>911/Joint Communications</u>	<b>JOB CODE:</b> <u>100</u>	

### DEFINITIONS:

Work is performed on an assigned shift under the general supervision of the Operations Manager. This is supervisory work overseeing operations, personnel and equipment in the Emergency Communications Center's 911 calltaking and dispatch room.

**ESSENTIAL FUNCTIONS:** *(Essential functions, as defined under the Americans with Disabilities Act, may include the following tasks, knowledge, skills and other characteristics. This list of tasks is ILLUSTRATIVE ONLY, and is **not** a comprehensive listing of all functions and tasks performed by incumbents of this class.)*

Telecommunicator and Lead Telecommunicator job duties. Interviews and recommends for hire; briefs and orients new employees; conducts on the job and classroom training sessions; supervises daily activities; completes performance evaluations, counsels employees and implements corrective actions; approves employee schedule trade requests.

Supervises and assists staff in the receipt and transmission of messages on communications equipment. Ensures that proper procedures are followed in routine and emergency operations and that only properly certified personnel handle emergency calls. Supervises the dispatch of all police, sheriff, fire, and ambulance personnel. Monitors severe weather conditions and activates outdoor warning sirens.

Responsible for the receipt and transmission of radio traffic on all secondary frequencies. Maintains full knowledge of policies and procedures pertaining to the department and the user agencies. Prepares monthly reports on operations and activities. Prepares quarterly reports on employee activities. Answers complex or unusual inquiries and furnishes information to City and County personnel upon request.

Ensures that routine checks and maintenance are performed on communications equipment including transmitters and receivers; police, fire, and outdoor warning sirens; and related equipment. Assists the Operations Manager in formulating work schedules, requisitioning supplies, establishing routine and emergency operating procedures, and maintaining the supervisor's manual, building, and residence files. Performs related duties as needed or assigned.

Networks both within the public safety community and within the community in which they serve. Reviews professional publications and resources to enhance professional competence and remain current on trends within the profession. Seeks and is receptive to feedback and review of their performance, including during the PSAP's established quality assurance and quality improvement processes. Remains current and informed of all of the PSAP's written directives including relevant public safety and homeland security initiatives. Recommends updates to the PSAP's written directives as appropriate. Performs administrative functions as assigned

### **KNOWLEDGE & SKILLS**

1. Thorough knowledge of the methods, policies, and procedures of public safety communications.
2. Thorough knowledge of public safety principles, practices, and functions including police, sheriff, fire, ambulance, and Emergency Management.
3. Thorough knowledge of the geography and street system of Columbia and Boone County.
4. Considerable skill in operating telephone switching and radio equipment.
5. Skill in typing quickly and accurately and operating a personal computer and its related software.
6. Skill in maintaining permanent files in the computer system.
7. Considerable ability to deal tactfully and courteously with the public, City and County officials, and fellow employees.
8. Ability to plan, supervise, and organize the work of others.
9. Ability to work on rotating shifts.
10. Ability to provide constructive input in staff meetings.
11. Ability to write clearly and concisely.
12. Ability to function efficiently under stress and handle several functions simultaneously; speak clearly, concisely, and accurately over radio and telephone equipment.
13. Ability to use good judgment in the analysis of problems.
14. Ability to prepare accurate reports and records.
15. Ability to work unscheduled overtime.
16. Excellent work history and attendance record.
17. Knowledge of ADA specific requirements of the PSAP for equal access, as well as internal hiring and accommodation practices.
18. Knowledge of administrative functions which include complaint investigation and processing and basic human resources principles.
19. Knowledge of PSAP training standards and requirements. Must possess knowledge of emergency communications equipment, systems, procedures, and practices.

20. Knowledge of PSAP written directives, SOP/SOG's, and Operations Manual.
21. Knowledge of Employee performance management process and tools.
22. Knowledge of legal concepts and risk assessment.
23. Knowledge of staffing and scheduling procedures.
24. Knowledge of supervision and leadership concepts and principles.
25. Ability to meet and/or exceed performance standards set by the PSAP.
26. Knowledge of current systems used within the PSAP, emerging technologies and new industry trends.
27. Knowledge of PSAP defined protocols.
28. Demonstrates effective team concepts, including being an effective team member, as well as developing and managing effective teams.
29. Ability to communicate with superiors, peers, and subordinates in a positive and constructive manner.
30. Ability to operate within all written directives and plans regarding operations established by and for the PSAP.
31. Proficiency in PSAP operations which may include, but is not limited to: call taking, dispatching, jurisdictional, and geographical boundaries, and other related job duties.
32. Demonstrates appropriate application of the PSAP's written directives
33. Ability to manage daily operations of the Public Safety Communications Center.
34. Ability to schedule appropriate staffing levels within PSAP guidelines.
35. Ability to enforce the PSAP's written directives.
36. Ability to provide directions and supervision to employees.
37. Ability to monitor communications center equipment and be able to identify when such equipment is malfunctioning.
38. Ability to troubleshoot equipment malfunctions to the extent authorized or required by the PSAP.
39. Ability to report and document equipment malfunctions in accordance with the PSAP's procedures.
40. Ability to brief oncoming personnel to ensure the staff is informed of any information they may need to perform their duties.
41. Ability to coordinate employee training and professional development as required by the PSAP.
42. Ability to interact effectively with employees.
43. Ability to give constructive feedback to employees.
44. Ability to counsel employees regarding conduct or performance as necessary.
45. Ability to develop and maintain a cohesive team.
46. Demonstrates the use of positive and constructive communication and encourage the same between employees.
47. Ability to mediate employee conflicts.
48. Ability to identify and address employee morale issues.
49. Ability to present and conduct themselves while professionally representing the PSAP at meetings with the public, representatives of other agencies, departments, or organizations.
50. Ability to evaluate employee work performance.
51. Ability to participate in the PSAP's Quality Assurance and Quality Improvement processes.

- 52. Ability to investigate complaints or inquiries from the public or members of other departments.
- 53. Ability to recommend and administer disciplinary actions in accordance with the PSAP and County written directives.
- 54. Ability to manage employee time records.
- 55. Ability to generate and review administrative records.
- 56. Ability to prepare employee performance appraisals.
- 57. Ability to maintain and update database(s) in accordance with PSAP procedures.
- 58. Ability to supervise electronic communications, as authorized, to ensure compliance with the PSAP's written directives. This applies to internal communications including, but not limited to: Agency email accounts, mobile data, mobile computer, instant messaging, terminal to terminal communications, etc.

**MINIMUM QUALIFICATIONS:**

High school diploma or equivalent and five years of experience as a lead Emergency Telecommunicator in public safety communications; or any equivalent combination of education and experience which would provide the equivalent knowledge and skills. Must possess and maintain a valid Missouri driver's license. Must possess all certifications required of an Lead ETC (e.g. MULES, CPR, ETC, EMD, EFD, EPD, CTO). Ability to work varying assigned shifts, unscheduled overtime, weekends and holidays. Completion of a Communications Supervisor course highly desirable. Must possess a clear criminal history.

**NOTE: A criminal background check including a national fingerprint check through law enforcement agencies and a drug test will be conducted on all successful applicants prior to their being appointed to this position.**

**APPROVALS:**

Department Director: \_\_\_\_\_ Date: \_\_\_\_\_  
(signature)

HR Director: \_\_\_\_\_ Date: \_\_\_\_\_  
(signature)