

# Pinellas County Sheriff's Office

*"Leading The Way For A Safer Pinellas"*



## Communications Center Shift Supervisor

<b>JOB CODE: 30029</b>	<b>PAY GRADE: 17</b>	<b>PAY RANGE: \$49,950 - \$79,439</b>
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### GENERAL DESCRIPTION

Under the general direction of the Communications Division Commander, performs demanding work of above average difficulty related to the operation of the Communications Center. Communications Center Shift Supervisor is expected to exercise independent judgement and to assist, guide and instruct Assistant Communications Shift Supervisors and all other Communications Center staff. Communications Center Shift Supervisors will answer questions from staff and the public, while referring only the most complex to the Division Commander. Supervisors operate computer hardware and software and may correct system failures. Work is performed following policies and operating procedures and the FCC rules and regulations. Work is reviewed through observation and results obtained. **Shift work required.**

**SUPERVISES OTHERS:** Yes

### ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

- Assists the Division Commander with determining shift assignments for six month periods; writes out daily work schedules and assigns break times; approves vacation requests; conducts daily briefings at beginning of shift, takes attendance, assigns work, and discusses any problems or procedural changes;
- Supervises committees or teams assigned to administrative projects relating to the operation of the Communications Division at the direction of the Communications Division Commander;
- Corrects equipment malfunctions or reports the malfunction to the proper maintenance personnel;
- Compiles daily shift report documenting: noteworthy calls for services, issues that occurred in communications center, issues with equipment or databases, and errors discovered in calls generated for service;
- Answers phone calls from the public and gives information or takes complaints to be dispatched;
- Searches for and makes copies of recordings of particular phone calls or radio transmissions received in the Communications Center for other personnel or other agencies;
- Monitors phone calls of staff members to assist in improving their performance and to identify needed training;
- Assists in developing and updating training manual; assists in training new staff;

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- Assists staff members with difficult emergency calls to elicit as much information as possible;
- Evaluates members assigned to the shift and prepares appropriate performance appraisals; provides counseling to members in appropriate behavior and policies, as necessary;
- Conducts pre-scheduled tours of the Communications Center for the public;
- Participates in Sheriff's Office recruitment and community relations activities as directed.

This position is considered essential and, in the event of an emergency or natural disaster, will be required to report to work.

This list of duties and responsibilities is not intended to be all-inclusive and you may not be responsible for every item listed. The employer reserves the right to assign additional duties and responsibilities as necessary.

## **QUALIFICATIONS**

- Graduation from an accredited college or university with an Associate's degree
- Five (5) years' experience as a Public Safety Telecommunicator, with one (1) year in a supervisory role
- Or equivalent combination of education and experience
- Must possess a valid Florida driver's license

## **KNOWLEDGE, SKILLS, AND ABILITIES**

- Ability to perform all of the Examples of Duties of a Public Safety Telecommunicator
- Possesses all certifications required of the Public Safety Telecommunicator Position
- Knowledge of business English, spelling, and arithmetic
- Knowledge of the procedures and policies of the Emergency Dispatch System
- Knowledge of the 10-Codes and signals, as well as radio and computer dispatching procedures
- Knowledge of FCC rules and regulations regarding the use of the radio
- Knowledge of operation of computer hardware and software
- Ability to think clearly and react effectively in an emergency situation
- Ability to maintain clear, concise and accurate logs and records
- Ability to effectively supervise and motivate subordinates
- Skill in working with the public and subordinates



- Skill in eliciting critical information from citizens in a stressful or life threatening situation
- Inter-personal skills
- Time management skills
- Ability to provide information correctly and concisely; orally and in writing
- Ability to perform all functions of the job classification without posing a direct threat to the health or safety of other individuals in the workplace

## **PHYSICAL ABILITIES**

The physical abilities listed below are estimates of time spent during a typical work day to perform essential functions and responsibilities. Members in this position may be required to:

- Sit up to 5 hours per day
- Stand up to 3 hours per day
- Walk up to 3 hours per day
- Occasionally bend, squat, reach, kneel, or twist