

Title: Emergency Communications Shift Supervisor
PG: 42
Status: Civil Service
Position Reports to: Officer in Charge
Department: Police

Class Code: 6061
Date: 09/08

GENERAL DESCRIPTION OF CLASS:

This is a highly skilled position in the supervision and operation of a consolidated public safety communication's center and enhanced 911 answering point. Work involves the direct supervision of up to 10 Emergency Communication Specialists on an assigned shift. Responsibilities include: conducting training, writing evaluations and monitoring all on-going operations and personnel.

ESSENTIAL FUNCTIONS:

1. Supervise the operation of a complex computer-aided dispatch system that functions for the Police Department and the Fire Department.
2. Supervise all activities of the Emergency Communications Specialists.
3. Monitors the training and evaluates all newly assigned personnel.
4. Monitors the Communication Training Officer.
5. Conducts written evaluations, takes appropriate disciplinary action and reviews job performance of assigned Emergency Communications Specialists.
6. Maintain accurate attendance records of subordinates.
7. Maintain Dictaphone and pulls recorded tapes for evidence.

ADDITIONAL RESPONSIBILITIES:

1. Assists with planning Communication's budget.
2. Coordinates interaction with other agencies.
3. Performs related work as required.

KNOWLEDGE, SKILLS & ABILITIES:

1. Knowledge of Communication's standard operating procedures.
2. Knowledge of department's standard operating procedures.
3. Knowledge of Police and Fire operations.
4. Skill in human relations and established management practices.
5. Skill in record keeping and administrative work.
6. Ability to establish and maintain effective working relationships with co-workers, supervisors and the public.
7. Knowledge of city geography.

WORKING ENVIRONMENT/CONDITIONS:

Requires sedentary work that involves walking or standing some of the time, exerting up to 10 pounds of force on a recurring basis, routine keyboard operations.

The job risks exposure to stressful and emergency situations.

The job requires normal visual acuity, and field of vision, hearing, speaking, color perception, sense of smell, depth perception, and texture perception.

QUALIFICATIONS (EDUCATION, TRAINING, AND EXPERIENCE):

1. High school diploma or its equivalent.
2. At least one (1) year of experience as an Emergency Communications Trainer with the Lakeland Police Department.

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3. Must be a current full-time Emergency Communications Specialist meeting the following criteria:
 - a. Three (3) years continuous experience at L.P.D. as a full-time Emergency Communications Specialist;
 - b. Or two (2) years experience in Public Safety Communications at L.P.D., along with two (2) or more years experience from another agency of equal or greater size.
4. Completion of City University Level one (1) or completion within twelve (12) months.

SPECIAL REQUIREMENTS:

1. Must possess a valid state of Florida driver's license.
2. Must maintain a valid home telephone number.
3. May be required to work overtime, or alternate hours, as necessary for the efficient operation of the department. Position may be designated as Mission Critical by Department Director.