



E911 Shift Supervisor (2084)

FLSA Status: Non-Exempt (Hourly)

Pay Grade: 19

Safety-Sensitive: Yes

Purpose

The purpose of this classification is to supervise staff and oversee the call-taking and dispatching functions during the assigned shift at the E911 center.

Primary Responsibility

Provides excellent service, pursues continuous improvement and exceeds expectations.

Typical Duties

Supervises regular and temporary staff on assigned shift: plans, coordinates, assigns and reviews work of individuals and the team; evaluates performance and provides feedback as appropriate; evaluates training needs and provides instruction; reviews and approves employee timesheets; monitors performance issues; recommends discipline and/or other methods of addressing issues with staff performance or conduct; assists in the preparation of employee performance evaluations; investigates and resolves complaints or problems, conferring with E911 Director as appropriate; establishes and promotes employee morale on the assigned shift.

Organizes, prioritizes, and assigns work: prioritizes and schedules work activities to meet objectives; ensures subordinates have the resources needed to complete the assigned work; monitors status of work in progress and inspects completed work; consults with assigned staff to assist with complex/problem situations and provide technical expertise; provides progress and activity reports to management.

Evaluates and monitors shift operations: observes performance of E911 Communications Officers; recommends modification of work practices when necessary to ensure quality and production goals are met; ensures compliance with established protocols and quality assurance program.

Oversees dispatching of public safety personnel: monitors calls; ensures dispatch activities occur quickly and efficiently; coordinates incidents to ensure proper notifications are made; ensures that correct agency and personnel are dispatched to calls; evaluates CAD sheets for accuracy; assists with call handling and dispatching activities as necessary.

Makes and distributes recordings or activity reports: records 911 calls; sends requested recordings to law enforcement; retrieves specified recording from the CAD system; completes documentation before releasing recording.

Provides related duties in support of Center operations: answers non-emergency calls; occasionally interacts with the public at the Emergency Operations Center; maintains cleanliness in the 911 work area; ensures technical equipment is properly maintained, regularly serviced, and fully functional.

Performs other related duties as required.

Minimum Qualifications

High school diploma or GED required, with vocational or technical training in emergency communications; supplemented by three years of experience in emergency communications; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job. Previous supervisory responsibilities desired.

Specific License or Certification Required: Must possess and maintain the following certifications: P.O.S.T. Basic Communications Certification, CPR, Emergency Medical Dispatch, Communications Training Officer (CTO), and APCO Supervisor Certification.

Performance Aptitudes

Data Utilization: Requires the ability to evaluate, audit, deduce, and/or assess data using established criteria. Includes exercising discretion in determining actual or probable consequences and in referencing such evaluation to identify and select alternatives.

Human Interaction: Requires the ability to work with and apply principles of persuasion and/or influence over others to coordinate programs or activities of a project, and resolve typical problems associated with the responsibilities of the job.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to operate, maneuver, and/or control the actions of equipment, machinery, tools and/or materials requiring complex and/or rapid adjustments. Requires the ability to operate and control the actions of equipment and machinery, requiring the monitoring, adjustment, regulation, and/or setting of multiple conditions.

Verbal Aptitude: Requires the ability to utilize a wide variety of reference, descriptive, and/or advisory data and information.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication, and division. Includes counting, recording of counts, and basic measuring.

Functional Reasoning: Requires the ability to apply principles of influence systems, such as motivation, incentive, and leadership, and to exercise independent judgment to apply facts and principles for developing approaches and techniques to resolve problems.

Situational Reasoning: Requires the ability to exercise judgment, decisiveness and creativity in critical and/or unexpected situations involving moderate risk to the organization.

ADA Compliance

In compliance with the Americans with Disabilities Act (ADA), the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

Physical Ability: Tasks require the ability to exert moderate, though not constant physical effort, typically involving some combination of climbing and balancing, stooping, kneeling, crouching, crawling, and prolonged standing, and which may involve some lifting, carrying, pushing and/or pulling of objects and materials of moderate weight (12-20 pounds).

Sensory Requirements: Some tasks require the ability to perceive and discriminate colors or shades of colors, sounds, and visual cues or signals. Some tasks require the ability to communicate orally.

Environmental Factors: Essential functions are regularly performed without exposure to adverse environmental conditions.

DISCLAIMER: This job description is not an employment agreement or contract. Management has the exclusive right to make changes at any time without notice.

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