

WORKING TITLE: Communications Supervisor	CLASSIFICATION: Administration / Working Supervisor
DEPARTMENT: SHERIFF'S OFFICE	DIVISION: 911 TELECOMMUNICATIONS
PAY RANGE: SEE HR FOR WAGE SCALE	FLSA CATEGORY: FLSA EXEMPT Non-Represented At Will position.
PHYSICAL REQUIREMENTS:	WORKERS COMP CODE: 8810
PPE: PER WORK LOCATION	REVISION DATE: December 2023

JOB DESCRIPTION

GENERAL STATEMENT OF DUTIES:

This classification shares responsibility for coordination and management of Civil and Telecommunication units ensuring timely and accurate processing of Civil Records, Sheriff's Office case files and other documents; directly supervises telecommunications staff. This position reports to the 911 Director. Assists Director with establishing and maintaining the computer systems developed for Enhanced 911; working with vendors and Assessor's Office to maintain and update the Master Street Address Guide (MSAG) supplied to the telephone utilities for the Enhanced 911 System; establishing and maintaining a records management system; and shares accountability for work performed in the office or 911 Center. Receives calls and personal contact from the public; performs a multitude of tasks, including but not limited to secretarial work; management of the office; development and revision of administrative procedures and Dispatch Unit policy and procedures; performs administrative duties related to agency functions; receives, processes and coordinates service and execution of the civil process for the Sheriff's Office, to include processing concealed handgun license applications.

As a working Supervisor, this employee will often be the first contact for citizens who need immediate assistance from police, fire, or emergency medical agencies. Employee is expected to work the dispatch console, including additional hours outside of their normal schedule. Work involves responsibility for receiving calls for assistance, prioritizing those calls, and dispatching using the appropriate procedures. The work also requires ongoing communications support for field units of the public safety agencies.

Works with the Director in the selection and training of all Telecommunication employees; supervises all telecommunicators and support staff; prepares evaluations of telecommunication employees; manages the day-to-day workload among employees; assists with development of operations policy; can impose disciplinary action up to a letter of reprimand, can adjust a step 1 grievance, and monitors outcomes and adjustments or reassigns tasks to assure timely response to emergency calls with 24-hour staffing. Investigates Dispatch related complaints and takes appropriate action to ensure correction or resolution of complaint, and effectively recommends appropriate remediation when necessary.

SUPERVISION RECEIVED:

Work is performed under the general supervision of the Director.

SUPERVISION EXERCISED:

Direct supervision of dispatchers.

JOB SPECIFICATIONS**KNOWLEDGE OF:**

- Telecommunications industry standards.
- DPSST requirements.
- Computer aided dispatch (CAD) programs and VESTA 911 phone system.
- Applicable laws and rules governing 911.
- Law enforcement data system (LEDS)
- Record Keeping.

ABILITY TO:

- Communicate effectively in both oral and written forms; maintain records, and logs; adjust to priority changes, remain calm and use good judgment during confrontational or high pressure situations, make decisions independently in accordance with established policy and procedure, use initiative and judgment in completing tasks and responsibilities; supervise and lead a support staff; courteously meet and deal effectively with other employees, other agency representatives, attorneys, courts and law enforcement agencies, emergency service agencies, vendors and the public.
- Classify, file, and retrieve documents and correspondence; deal effectively with interruptions and multiple demands; develop and maintain effective working relationships with other employees, criminal justice agencies and the public; read, interpret, and apply policies, rules, and directives; deal effectively, calmly, tactfully with potentially hostile and/or sensitive family situations. Plan, assign and coordinate the work of others, follow up on work assignments and verify accuracy and completeness.
- Operate standard office equipment, including radio, business phone and VESTA 911 phone system, audio visual equipment and utilization of various computer applications to dispatch appropriate personnel and agencies as necessary based on factors of safety, urgency, type of incident, required response.

MINIMUM REQUIRED EXPERIENCE, CERTIFICATION AND TRAINING:

Four years of dispatch experience with Intermediate Certification or the ability to obtain within a year. Four years of progressively responsible work-related experience which includes training, civil activities and supervisory experience OR a satisfactory equivalent combination of experience and training. At the time of hire, must possess a Basic Telecommunications certification and Emergency Medical Dispatch certification. Must possess a Field Training and Evaluation Program (FTEP or CTEP) certification or an equivalent certification within 6 months. Must obtain Advanced Telecommunications Certification within four years of hire. Must attend Basic Supervision within three years. Must possess a Law Enforcement Data System (LEDS)

inquiry/entry certification. Must possess valid First Aid/CPR certification within six months. Certification requirements are commensurate to the compensation for this position.

OTHER REQUIREMENTS:

Working knowledge of the Criminal Justice Information Services (CJIS) Security requirements. Working knowledge of CAD systems. Knowledge of Oregon Revised Statutes (ORS) pertaining to all areas of 911, Concealed Handgun Licenses, civil process, and criminal laws. Knowledge of Oregon Administrative Rules (OARS) pertaining to record retention.

Ability to secure and maintain a driver's license valid in the State of Oregon, or an acceptable alternative means of transportation. May be required to drive a county vehicle. Employees authorized to operate a private vehicle on County business are required to carry a valid driver's license and liability insurance minimums as outlined in ORS 806.070.

This position description is subject to change and does not represent an employment agreement.

The physical demands are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

This job description in no way states or implies that these are the only duties to be performed by an employee occupying this position. Employees may be required to perform other related duties as assigned, to ensure workload coverage. Employees are required to follow any other job-related instructions and to perform any other job-related duties requested by their supervisor. This job description does NOT constitute an employment agreement between the employer and employee and is subject to change by the employer as the organizational needs and requirements of the job change.

The job specification requirements stated are representative of minimum levels of knowledge, skills, and abilities to perform this job successfully. Any satisfactory equivalent combination of experience and training which ensures the ability to perform the work may substitute for the above so that the employee will possess the abilities or aptitudes to perform each duty proficiently.

I have read and understand the above job description.

Employee Signature

Date:

