



The City Beautiful

City of Coral Gables Job Description

Job Title: Communication Supervisor
Department: Police
Classification: 5018
Pay grade: 19C
FLSA: Non-Exempt

Prepared Date: 10/06
Approved By:
Approved By:

Summary

This is responsible, specialized clerical and supervisory work of a technical nature within the Communications Division of the Police Department. Directs and supervises Communication Operators to assure accurate and efficient operation of the Communications Center. Responsibilities include receiving and prioritizing emergency and non-emergency telephone calls through the police/fire communications system. Will assist emergency callers to establish composure in order to obtain essential information for documentation and action. Works within the scope of established laws, rules, and regulations of the Department; however, is expected to exercise considerable judgement and initiative under the direction of the Communications Manager.

Essential Duties and Responsibilities

The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification.

Supervises daily activities of communication center. Schedules operators, gives work assignments and conducts performance evaluations. Supervises training and maintains training records.

Initiates actions for restoring communication systems in the event of a system failure. Operates communication support systems when required to include emergency generators and uninterruptible power supplies.

Make decisions as to categorization of emergencies received from 9-1-1 calls.

Receives emergency calls through the City's communication system and initiates proper response. Operates telecommunications equipment to dispatch law enforcement and firefighting or rescue crews and equipment. Continues to process information until responding units arrive on the scene. Communicates information to vehicle and field personnel. Summons mutual aid and ambulance services upon request. Conducts immediate record checks upon request.

Receives and screens routine calls for assistance or information from the public, businesses, and other government agencies. Answers general questions or refers calls to proper individual/agency. Performs front desk receptionist duties when required.

Maintains and updates computerized and written records. Writes activity summaries, compiles data and prepares reports. Operates computer and CAD systems.

Operates all communication systems and equipment to include specialized telecommunications equipment, teletype, NAWAS Warning System, Security/Alarm System, FCIC/NCIC/NLETS Systems, and TDD deaf services equipment.

Performs other related tasks as required.

Knowledge, Skills, and Abilities

Knowledge of supervisory and training practices and procedures. Knowledge of emergency restoration procedures and communication support systems. Knowledge of the operation all communication systems and equipment. Knowledge of Federal Communication Commission regulations and City rules and regulations pertaining to the dispatch of emergency equipment and personnel. Knowledge of the geography of the City. Knowledge of the organization of the communications operation and the interaction of police, fire, rescue, emergency medical service and emergency management operations. Knowledge of CAD. Ability to react quickly and calmly and communicate effectively with personnel and the public in emergency situations. Ability to communicate effectively in English and in emergency medical Spanish. Ability to maintain and update records in a computer. Ability to compose activity summaries, compile data and prepare reports. Ability to operate all communication systems and equipment. Ability to sit for extended time periods. Ability to hear effectively through headsets. Ability to speak clearly in a well modulated voice and to use good diction. Ability to work different shifts, as required. Ability to work without direct supervision. Ability to supervise the work of others and train new staff in a manner conducive to full performance and high morale

Physical Requirements

Must have the use of sensory skills in order to effectively communicate and interact with other employees and the public through the use of telephone and personal contact as normally defined by the ability to see, read, talk, sit, stand, hear, hands to fingers dexterity, handle, feel or operate objects, read and write English. Physical capability to effectively use and operate various items of office equipment; such as but not limited to specialized telecommunications equipment, teletype, NAWAS Warning System, Security/Alarm System, FCIC/NCIC/NLETS Systems, and TDD deaf services equipment, CAD System, personal computer, calculator, copier and fax machine.

Considerable amount of time spent sitting at a work station, and taking calls using a head set. Work is predominately indoors within a usually quiet to moderately noisy and fast paced environment. Must be able to work different shifts as required. May occasionally be required to lift, carry and or push articles weighing up to 20 lbs.

Minimum Education and Experience

High school diploma or equivalent.

Minimum two years experience as a communication operator.