



City of Tempe

COMMUNICATIONS SUPERVISOR

JOB CLASSIFICATION INFORMATION

<i>Job Code:</i>	268	<i>FLSA Status:</i>	Non-Exempt
<i>Department:</i>	Police	<i>Salary / Hourly Minimum:</i>	\$27.799519
<i>Supervision Level:</i>	Supervisor	<i>Salary / Hourly Maximum:</i>	\$37.529327
<i>Employee Group:</i>	SUP	<i>State Retirement Group:</i>	ASRS
<i>Status:</i>	Classified	<i>Market Group:</i>	Communications Supervisor
<i>Drug Screen / Physical:</i>	Y	N	<i>EEO4 Group:</i> Paraprofessionals

DISTINGUISHING CHARACTERISTICS

REPORTING RELATIONSHIPS

Receives general supervision from Communications Manager and other supervisory or management staff.

Exercises direct supervision over Communications Dispatcher I+ and II+ staff including trainees assigned to a designated shift.

MINIMUM QUALIFICATIONS

<i>Experience:</i>	Two years of increasingly responsible experience in dispatching or receiving or processing emergency public service calls in a Computer Aided Dispatch, 911, or police related area and one year experience as a City of Tempe Dispatcher II+.
	<u>When assigned as the Training OR Administrative Supervisor:</u>
	Two years as a Tempe Police Communications Supervisor in addition to the experience requirements listed above.
<i>Education:</i>	Equivalent to the completion of the twelfth grade.
<i>License / Certification:</i>	Possession of Terminal Operator Certification awarded by the Arizona Department of Public Safety.

ESSENTIAL JOB FUNCTIONS

Essential job functions are the fundamental duties of a position: the things a person holding the job absolutely must be able to do.

To actively support and uphold the City's stated mission and values. To plan, organize and supervise emergency communications operations (i.e. 911 call center and dispatch functions) within the Communications Bureau for an assigned shift, and to perform the more complex duties related to emergency communications. Depending on assignment, this classification may be responsible for developing, implementing, and coordinating curriculum development, program management, hiring, special projects and acting as the liaison to other agencies and entities.

OTHER DUTIES AS ASSIGNED

Please note this job description is not designed to cover or contain a comprehensive listing of all activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

- Perform job duties adequately and properly; follow personnel and department policies and operating procedures; show respect, tact, and courtesy in dealings with coworkers and the general public; behave in a manner that does not obstruct or hinder other employees from completing their duties; act in a manner that is safe and follow the City's safety procedures at all times.
- Provide direct supervision, mentoring and development to assigned staff.
- Plan, prioritize, assign, supervise and review the work of staff involved in emergency communications for an assigned shift; develop staff work schedules and make daily work assignments.
- Prepare subordinates' performance evaluations and confer with subordinates to review goals and progress; counsel staff; prepare, administer or oversee appropriate remedial training, instruction and discipline of subordinates as necessary; address issues and conflicts among subordinates, emergency responders and other agencies.
- Investigate and resolve complaints by communicating with the general public, subordinates, peers, supervisors, and other agencies; utilize sophisticated logging recorder equipment to document complaints; recommend corrective action as necessary.
- Investigate and document unusual and/or "major events", and provide appropriate notification.
- Determine the correct call outs of off-duty police and volunteer personnel by assessing the seriousness of the situation within the constraints of procedures.
- Make sound decisions and react quickly and positively under stressful conditions, which typically entail the life or well-being of a citizen or officer; remember details and procedures to appropriately apply them instantly in emergency situations.
- Model appropriate professional supervisory conduct; maintain appropriate confidentiality of sensitive information; comply with and support City policies and procedures as well as provisions in the applicable Memorandum of Understanding (MOU).
- Evaluate operations and activities of assigned responsibilities; recommend improvements and modifications.
- Collaborate with Communications Administrator and other Communications Supervisors regarding supervisory and administrative concerns.
- Act as liaison to the media during evening and weekend hours; answer questions and provide information to other staff in the Tempe Police Department, the public, other police agencies, other City departments, or other federal, local and state agencies.

- Prepare regular and special reports on operations and activities.
- Monitor and troubleshoot electronic communications equipment; coordinate repairs with various contracted technicians, as necessary; ensure maintenance of secure, orderly premises.
- Maintain special events/activity book.
- Process tape requests.
- Perform duties of Communications Dispatcher I and II personnel as necessary, demonstrating associated competencies, as required.
- Build and maintain respectful, positive working relationships with staff, supervisors, outside agencies and the public using principles of good customer service; provide effective conflict resolution, as needed.
- Provide pro-active performance planning utilizing performance management tools.
- Perform other related duties as assigned.
- Physically present to perform the duties of the position.

When assigned as the Training Supervisor:

- Collaborate with Communications Administrator in analyzing and planning employment standards, training, and associated examination.
- Compose, assemble, procure, and coordinate use of instructional documents for the training process, which meet applicable Federal, State and local rules and regulations.
- Deliver individual and group instruction to Communications staff, Police Academy cadets, and Police Citizen Academy participants.
- Coordinate other instructors, as necessary or directed.
- Establish and maintain training manual and automated records of staff instruction and certification.
- Provide remedial instruction to personnel when necessary.
- Develop and implement a continuing education program for communications personnel to include training updates, policies and procedures.
- Assist in the hiring process as needed.
- Perform all other duties associated with being a Communications Supervisor.

When assigned as the Administrative Supervisor:

- Oversee recruitment of Communications personnel including all phases of testing, oral boards, polygraph; background and psychological testing; and recommend selection of personnel.
- Maintain and upkeep equipment to include the Logging Recorder; and provide oversight of employee Quality Control (QC) program, administrative tasks and updates.
- Maintain Computer Telephony Integrated (CTI) phone database and administrative functions; act as liaison with other departments and entities with camera access; and act as liaison for public safety equipment and repair vendors.
- Assist with special projects.

- Maintain and update Business Continuity Plan; conduct routine checks of all equipment at off site facilities to ensure equipment is operational – emergency evacuation sites (Emergency Operation Center and 8201 S Hardy).
- Participate and make recommendations in the development and implementation of department, division or bureau goals and objectives / policies and procedures.
- Research and evaluate public safety programs, policies and technologies based on current research and best practices.
- Act as liaison for special events, unusual occurrences, and large gatherings between other police divisions, city departments and outside public safety agencies.
- Communicate with other public safety agencies and government entities regarding public safety issues; and participate as a member in national and local Communications organizations.
- Assume Communications Administrator responsibilities in absence.
- Perform all other duties associated with being a Communications Supervisor.

PHYSICAL DEMANDS AND WORK ENVIRONMENT

- Pending

COMPETENCIES

CLASSIFICATION LEVEL	INCLUDES	COMPETENCIES
Foundational	All Employees	Inclusion, Communication, Interpersonal Skills, Integrity, Professionalism, and Willingness to Learn
Non-Supervisory	In Addition >	Teamwork, Customer Service, Initiative, and Dependability / Reliability
Supervisory	In Addition >	Staffing, Monitoring Work, Delegating, Development / Mentoring, and Support Others
Manager	In Addition >	Preparing / Evaluating Budgets, Monitoring / Controlling Resources, and Motivating / Inspiring
Deputy Director	In Addition >	Entrepreneurship and Networking
Director	In Addition >	Organizational Vision

For more information about the City of Tempe's competencies for all classifications:

[City of Tempe, AZ : Competencies](#)

JOB DESCRIPTION HISTORY

Effective December 1998

Revised November 2001 (range adj due to market)

Revised January 2002 (title changed)

Revised June 2002 (update minimum qualifications)

Revised July 2009 (update duties, assigned to areas and minimum qualifications)