SUPERVISING COMMUNICATIONS SPECIALIST

DEFINITION

Under direction, supervises, assigns, reviews and participates in the work of staff responsible for providing emergency dispatch services for emergency and non-emergency law enforcement and other services; performs a variety of technical tasks relative to assigned area of responsibility; and performs related duties as required.

EXPERIENCE AND TRAINING REQUIREMENTS

Three years of full-time emergency dispatch experience including one year in all areas of Police/Fire/EMS Communications; OR an equivalent combination of related training and experience.

LICENSE OR CERTIFICATE

Possession of, or ability to obtain within six months of employment, current certification on the NCIC/CJIS criminal history information system.

Emergency Medical Dispatch (MPDS) and CPR certification required within six months of employment.

Type at a rate of 40 net words per minute with 95% accuracy.

SUPERVISION EXERCISED

Exercises direct supervision over dispatch staff.

EXAMPLES OF DUTIES

Plan, prioritize, assign, supervise and review the work of staff responsible for providing emergency dispatch services; approve sick leave and vacation requests.

Participate in the selection of assigned staff; provide or coordinate staff training including in the area of work methods, techniques, and the use and operation of equipment.

Review and verify work in progress and completed work of assigned employees for accuracy, proper work methods, techniques, and compliance with applicable standards.

Establish schedules and methods for providing emergency dispatch services; develop, interpret, and apply departmental policies, procedures, rules, and regulations pertaining to emergency dispatch services.

Conduct performance evaluations for assigned staff; work with staff to correct deficiencies; implement discipline, grievance and conflict resolution procedures when necessary.

Respond to and resolve inquiries and complaints from the public, co-workers, staff, or other agencies regarding conflicts with personnel or questionable matters; maintain effective and efficient public relations when dealing with citizens and other agencies.

Participate in the administration of the assigned budget; prepare and submit requisitions for supplies and materials; monitor expenditures.
Attend monthly 911 Advisory Board Meetings to represent Incline Village concerns and requirements as the Incline Village/Crystal Bay Public Safety Answering Point (PSAP).

Receive, screen, and take appropriate action on all emergency service calls including 911 calls from the public requesting law enforcement; determine nature and location of emergency; determine priority; dispatch emergency units as necessary and in accordance with established procedures; transfer calls to appropriate agency as necessary.

Arrange for equipment repair and maintenance.

Maintain contact, via radio dispatch, with all units on assignment and fire department resources; conduct welfare checks on deputies to maintain status and location of all mobile field units and to monitor deputy safety; provide information and assistance to units at on-scene locations when requested.

Transfer calls for service i.e. medical emergencies, burglary calls, fights, Search and Rescue, structure/wild land fires and other life threatening emergencies to appropriate field units with the use of the Computer Aided Dispatch (CAD) and radio systems.

Follow Emergency Medical Dispatching (EMD) national standards and protocols in determining a caller’s level of distress to giving correct medical pre-arrival instructions, while dispatching the correct Advanced Life Support units to the caller’s location while maintaining the national standard of accuracy.

Interact and maintain knowledge in state and locals laws pertaining to: Native American Reservation laws and procedures; domestic animal county regulations; state laws governing wild animals; animal health issues; disease control and monitoring animal noise ordinances.

Read and interpret fire weather condition to disseminate the information to fire resources to assist in advanced fire planning, and dispatch fire resources to incidents based on set national standards.

Place calls for additional units from other agencies for various mutual aid agreements including specialized fire resources, wreckers, coroners, and registered owners of vehicles involved in accidents based upon incident type, location, and need.

Research and transmit information from various databases for information on victims, witnesses and suspects including vehicle license registration, drivers' license record checks, stolen vehicle checks, wanted persons, suspect identification, criminal history and other pertinent information.

Coordinate emergency calls and relay information and assistance requests involving other law enforcement agencies; provide assistance to other police agencies as requested.

Maintain a variety of automated and manual logs, records, files, and indexes pertaining to emergency and dispatching activities.

Enter, translate, retrieve, update and disseminate information from interstate and intrastate teletype networks; locate warrants served on NCIC; clear local warrants from CJIS; update new information on computer systems including missing persons, stolen articles, guns and other pertinent information; broadcast all-points bulletins.

Attend and participate in meetings, training and information sessions; stay abreast of new trends and innovations in the field of communications technology and emergency dispatch services.

Ensure that assigned staff performs duties and responsibilities in a safe and prudent manner that does not expose them or others to unnecessary harm or risk of on-the-job injury.

**JOB RELATED AND ESSENTIAL QUALIFICATIONS**

**Full Performance** *(These may be acquired on the job and are needed to perform the work assigned.)*
Knowledge of:
Departmental policies and procedures.

Terms and acronyms commonly used in assigned position.

Pertinent laws, rules, and regulations that apply to the different law enforcement units.

Various resources and agencies available.

Streets, businesses, hiking and ski areas, boundaries, districts, geography and zones that represent geographical areas of responsibility.

Ability to:
Understand the organization and operation of the County and outside agencies as necessary to assume assigned responsibilities.

Interpret and apply pertinent laws, codes, and regulations including administrative and departmental policies and procedures.

Respond to requests and inquiries from the public and County personnel related to the policies and procedures of assigned function.

Select, train, and evaluate staff.

Supervise, organize, and review the work of communications personnel.

Entry Level  
(Applicants will be screened for possession of these through written, oral, performance, or other evaluation methods.)

Knowledge of:
Operations, services, and activities of a comprehensive emergency services dispatching program.

Operating characteristics of a variety of communications equipment and tools used in the area of emergency dispatch including TDD, radio scanner, intercom system, multi-channel radio system, dictaphone recorder, and 911 system.

EMD and Fire Departmental standards, policies and procedures mandated by North Lake Tahoe Fire Protection District (NLTFPD).

Operating characteristics of the NCIC and CJIS systems and other software programs.

Principles of supervision, training, and performance evaluation.

General law enforcement codes, practices, and methods.

Modern office practices, methods, and computer equipment.

Techniques and methods of record keeping and reporting.

Numerical, alphabetical, and subject matter filing systems.

Principles and techniques used in dealing with the public.

Basic mathematical principles.

Fire Incident Command System.
Hazardous materials incident according to DOT guidelines.

English usage, spelling, vocabulary, grammar, and punctuation.

Resources and agencies available for referral.

**Skill to:**
Operate emergency dispatch equipment including TDD, radio scanner, intercom system, multi-channel radio system, dictaphone recorder, and 911 system.

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**Ability to:**
Read and interpret street and geographical maps.

Plan and organize work to meet schedules and timelines.

Assist in budget monitoring.

Prepare and maintain records and write comprehensive reports.

Maintain confidentiality of data and information.

Receive, prioritize, and transmit a large volume of radio, telephone, and teletype transmissions; properly, rapidly, efficiently, and effectively.


Analyze situations carefully, make quick and sound decisions, and adopt effective courses of action in both routine and non-routine situations.

Interact effectively and sensitively with individuals from diverse backgrounds; effectively communicate with and elicit information from upset and irate citizens.

Communicate effectively, both orally and in writing.

Establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work.

**SPECIAL REQUIREMENTS**

*Essential duties require the following physical skills and work environment:*

Must complete and submit a personal history statement and pass an extensive background investigation. Must be willing to submit a set of fingerprints. Must pass a drug test. Must pass a Computerized Voice Stress Analysis (CVSA) examination. Must be able to work in a restricted area with little opportunity to move around. Must pass an audio/hearing test. Ability to work in a standard office environment with the ability to sit for long periods of time. Ability to remain calm in emergency situations. Must be willing to work shift work when required. Must be willing to work weekends and holidays when required.

*This class specification is used for classification, recruitment and examination purposes. It is not to be considered a substitute for work performance standards.*