



## Washington County 911 Communications Specialist Supervisor Job Description

<b>Job Code:</b>	Grade 14
<b>Exempt:</b>	No
<b>Department:</b>	Sheriff's Office
<b>Reports To:</b>	911 Communications Director
<b>Location:</b>	Sheriff's Office
<b>Date Prepared:</b>	October 11, 2018
<b>Date Revised:</b>	June 14, 2021
<b>Safety Sensitive:</b>	This position is designated as safety/security sensitive and is subject to pre-employment, reasonable suspicion and random drug and alcohol screening.

### GENERAL DESCRIPTION OF POSITION

This position serves as a working supervisor and performs all key tasks and duties of the 911 Communication Specialist on a daily basis, as well as performing the duties as a shift supervisor for three to seven 911 Communication Specialists. The 911 Communication Specialist Supervisor is distinguished from that of a 911 Communications Specialist by the supervisory work performed. The 911 Communications Specialist Supervisor oversees the day-to-day operations, activities and personnel on an assigned shift to ensure compliance of established guidelines, procedures, and policies are followed. Provide technical assistance to staff, resolve minor work or personnel problems, and give input regarding discipline, training and duty reassignments. The 911 Communication Specialist Supervisor directs and supervises personnel, including assigning and delegating work projects, scheduling employees to ensure proper staffing levels are maintained, and performance management including evaluating work performance, coaching, mentoring and/or implementing corrective action for performance and conduct issues. Supervisors plan and carry out work independently and are expected to resolve problems in accordance with instructions, policies, procedures and applicable laws and regulations under the general supervision of the 911 Communications Director.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Effectively perform all functions and duties of a 911 Communication Specialist in addition to providing leadership, guidance and training to all communication personnel.
2. Provide and maintain a positive customer service attitude at all times with public and co-workers.



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3. Perform supervisory responsibilities which may include interviewing and training employees, planning assigning and directing work, appraising performance, rewarding and disciplining employees, addressing complaints and resolving problems. Carry out supervisory responsibilities in accordance with county policies and applicable laws.
4. Identify issues and implement basic corrective actions including verbal and written warnings, discussing the need for further corrective action with the 911 Communications Director.
5. Monitor 911 Communication Specialists to ensure all calls for service and radio traffic are handled per policy and procedure in an efficient manner. Check call logs for spelling/grammatical errors and policy violations.
6. Perform monthly quality assurance checks by reviewing entered calls for service and radio traffic to ensure set standards are maintained at the highest level.
7. Update employees with new or changed policy/procedure information and answer any questions regarding current policies and procedures.
8. Work with patrol supervisors and officers in charge (OIC) to ensure that pending calls and emergencies are handled in a timely manner.
9. Ability to write and conduct effective and meaningful performance appraisals of assigned employees. Must be able to articulate the smallest of details and keep exceptional notes on officer performance. Direct performance evaluations to ensure all are consistent, accurate, and fair within the agency and each division and they comply with County guidelines.
10. Routinely assist in answering radio traffic, 911 calls and other phones during the shift all while completing their extra duties. Cover 911 Communications Specialist positions for breaks, illnesses, vacation, comp time, classes and staff shortages.
11. Fill in for the trainer when they are absent and train new employees from start to finish.
12. Represent the Washington County Sheriff's Office professionally while attending meetings with the public, and representatives of other agencies, departments and committees.
13. Ability to respond to common inquiries or complaints from customers, regulatory agencies.
14. Ability to effectively present information to top management, public groups and/or board of directors.



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15. Oversee 911 Communication Specialists to ensure assigned dispatch duties are taken care of daily.
16. Must have a broad understanding of the radio system and all emergency dispatch equipment to be able to troubleshoot any equipment problems that may arise and notify the 911 Communications Director.
17. Participate in the hiring process and make recommendations for new hires.
18. Must be on-call and available to work when needed to ensure all shifts are covered.
19. Manage and enter assigned shift time into TimeClock. Approve and ensure coverage for requested personnel time off.
20. Oversee and evaluate the training of new personnel. Ensure Daily Observations Reports (DORS) are being completed and turned in daily to the 911 Communications Director. Evaluate the progress of new personnel to ensure trainees are progressing and training paperwork is being completed.
21. Monitor the emotional state of staff on duty, react appropriately to personnel needs in emergency and routine situations.
22. Notify service providers and vendors of equipment and system failure to ensure equipment is repaired.
23. Assist the 911 Communications Director during ACIC/NCIC audits.
24. Inventory and order supplies monthly for the Communication Center.
25. Review, correct and write recommended policies and procedures for the Communication Center.
26. Review, correct and update Communications Training Program and ensure continued education is being completed.
27. Represent the department professionally while attending meetings with the public, representatives of other agencies, departments and committees.
28. Attend conferences, seminars and other trainings for professional development.
29. Train new personnel from start to finish.
30. Perform any other related duties as required or assigned.



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#### **QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty mentioned satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

#### **EDUCATION AND EXPERIENCE**

High school or GED, plus specialized schooling and/or on the job education in a specific skill area; e.g. data processing, clerical/administrative, equipment operation, etc, plus 2 years related experience and/or training, and 12 to 18 months related management experience, or equivalent combination of education and experience.

#### **COMMUNICATION SKILLS**

Ability to effectively communicate information and respond to questions in person-to-person and small group situations with customers, clients, general public and other employees of the organization. Ability to write reports, business correspondence, and policy/procedure manuals; Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

#### **MATHEMATICAL SKILLS**

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts such as fractions, ratios, and proportions to practical situations.

#### **CRITICAL THINKING SKILLS**

Ability to solve practical problems and deal with a variety of known variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, or diagram formats.

#### **REQUIRED CERTIFICATES, LICENSES, REGISTRATIONS**

- Criminal Justice Information System (CJIS) Security Training
- National Incident Management System (NIMS) training requirements.
- Basic Telecommunicator Course certification in accordance with Arkansas Law or Associations of Public Safety Communications Officials (APCO) Basic Telecommunicator Course (APCO PST1) certification.
- Arkansas Crime Information Center (ACIC) Basic and Advanced training in accordance with ACIC/NCIC rules and regulations.
- Communications Training Officer (CTO) certification.
- Incident Tactical Dispatcher Training (INTD)
- Ability to obtain APCO Supervisor Training Course certification.
- Ability to obtain Instructor Certification Specializing in Telecommunications.
- Ability to complete Leadership training



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- Ability to obtain Registered Public Safety Leader (RPL) certification issued by the Association of Public Safety Communications Officials.
- Ability to obtain an Emergency Number Professional (ENP) certification issued by the National Emergency Number Association (NENA)

#### **PREFERRED CERTIFICATES, LICENSES, REGISTRATIONS**

- Criminal Justice Information System (CJIS) Security Training
- National Incident Management System (NIMS) training requirements.
- Basic Telecommunicator Course certification in accordance with Arkansas Law or Associations of Public Safety Communications Officials (APCO) Basic Telecommunicator Course (APCO PST1) certification.
- Arkansas Crime Information Center (ACIC) Basic and Advanced training in accordance with ACIC/NCIC rules and regulations.

#### **SOFTWARE SKILLS REQUIRED**

Not indicated.

#### **INITIATIVE AND INGENUITY SUPERVISION RECEIVED**

Under direction where a definite objective is set up and the employee plans and arranges own work, referring only unusual cases to supervisor.

#### **PLANNING**

Considerable responsibility with regard to general assignments in planning time, method, manner, and/or sequence of performance of own work, in addition, the work operations of a group of employees, all performing basically the same type of work.

#### **DECISION MAKING**

Performs work operations which permit frequent opportunity for decision-making of minor importance and also frequent opportunity for decision-making of major importance, either of which would affect the work operations of small organizational component and the organization's clientele.

#### **MENTAL DEMAND**

Close mental demand. Operations requiring close and continuous attention for control of operations. Operations requiring intermittent direct thinking to determine or select the most applicable way of handling situations regarding the organization's administration and operations; also to determine or select material and equipment where highly variable sequences are involved.

#### **ANALYTICAL ABILITY / PROBLEM SOLVING**

Directed. Supervisory and/or professional skills using structured practices or policies and directed as to execution and review. Interpolation of learned things in moderately varied situations where reasoning and decision-making are essential.



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#### **RESPONSIBILITY FOR WORK OF OTHERS**

Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities may include but not limited to interviewing, hiring and training employees; planning, assigning and directing work; appraising performance, rewarding and disciplining employees; addressing complaints and resolving problems.

Supervises a small group (3-7) of employees, usually of lower classifications. Assigns and checks work; assists and instructs as required and performs same work as those supervised, or closely related work, a portion of the time. Content of the work supervised is of non-technical nature, but presents numerous situations to which policies and precedents must be interpreted and applied.

#### **RESPONSIBILITY FOR FUNDS, PROPERTY and EQUIPMENT**

Occasionally responsible for organization's property where carelessness, error, or misappropriation would result in moderate damage or moderate monetary loss to the organization. The total value for the above would range from \$5,000 to \$150,000.

#### **ACCURACY**

Probable errors would not likely be detected until they reached another department, office or patron, and would then require considerable time and effort to correct the situation. Frequently, possibility of error that would affect the organization's prestige and relationship with the public to a limited extent, but where succeeding operations or supervision would normally preclude the possibility of a serious situation arising as a result of the error or decision.

#### **ACCOUNTABILITY**

##### **FREEDOM TO ACT**

Directed. Freedom to complete duties as defined by wide-ranging policies and precedents with mid to upper-level managerial oversight.

##### **ANNUAL MONETARY IMPACT**

The amount of annual dollars generated based on the job's essential duties / responsibilities. Examples would include direct dollar generation, departmental budget, proper handling of organization funds, expense control, savings from new techniques or reduction in manpower.

None. Job does not create any dollar monetary impact for the organization.

##### **IMPACT ON END RESULTS**

Moderate impact. Job has a definite impact on the organization's end results. Participates with others in taking action for a department and/or total organization.



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#### **PUBLIC CONTACT**

Regular contacts with patrons where the contacts are initiated by the employee. Involves both furnishing and obtaining information and, also, attempting to influence the decisions of those persons contacted. Contacts of considerable importance and of such nature, that failure to exercise proper judgment may result in important tangible or intangible losses to the organization.

#### **EMPLOYEE CONTACT**

Contacts with other departments or offices and also frequently with individuals in middle level positions; consulting on problems which necessitate judgment and tact in presentation to obtain cooperation or approval of action to be taken. Also, important contacts with associates as required in advanced supervisory jobs.

#### **USE OF MACHINES, EQUIPMENT AND/OR COMPUTERS**

Regular use of highly complex machines and equipment; specialized or advanced software programs.

#### **WORKING CONDITIONS**

Somewhat disagreeable working conditions. Continuously exposed to one or two elements such as noise, intermittent standing, walking; and pushing, carrying, or lifting. May involve some travel and/or work is at times, in the evening or during the night hours.

#### **ENVIRONMENTAL CONDITIONS**

The following work environment characteristics described here are representative of those an employee encounters while performing essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

#### **PHYSICAL ACTIVITIES**

The following physical activities described here 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 and expectations.

Semi-repetitive, low physical. Semi-repetitive type work which requires periods of concentration for varied time cycles as prescribed by the tasks.

While performing the functions of this job, the employee is regularly required to sit, use hands to finger, handle, or feel, reach with hands and arms, talk or hear; occasionally required to walk. The employee must occasionally lift and/or move up to 25 pounds.



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Specific vision abilities required by this job include close vision; color vision; and ability to adjust focus.

#### **ADDITIONAL INFORMATION SOFTWARE SKILLS REQUIRED**

- Advanced: Contact Management
- Intermediate: Database
- Basic: Alphanumeric Data Entry, Spreadsheet, Word Processing/Typing
- Southern Software Computer Aided Dispatch (CAD), VESTA 911 Phone System, NICE Inform Recording System, Southern Software MDS Map Viewer (Washington County Mapping System), ZETRON Radio

#### **QUALIFICATIONS AND REQUIREMENTS**

- Pass an intensive background check.
- 18 years of age or older at time of hire with no felony convictions.
- Valid Driver's License.
- Pass all pre-employment dispatch, typing (minimum of 35 wpm), spelling and grammar tests.
- Pass the National Dispatcher Selection Test with a minimum score of 70%. The test measures Reading Comprehension, Listening, Problem Solving, Prioritizing and Multi-tasking.
- Pass all oral interviews.
- Requires the knowledge of English grammar, vocabulary skills and spelling sufficient to prepare and maintain calls for service.
- Complete and pass the approximately six to eight-month training program before the employee will be allowed to work solo without the guidance of a Certified Training Officer (CTO). The training program covers the following topics:
  - a). General Policies and Procedures
  - b). Resources and Washington County and Small Town Geography
  - c). Terminology
  - d). Communications Equipment
  - e). Computer Aided Dispatch (CAD)
  - f). Sheriff's Office Management System (SOMS)
  - g). Arkansas Crime Information Center (ACIC), National Crime Information Center (NCIC)
  - h). Call Processing, emergency and non-emergency call taking
  - i). 911 Emergency lines
  - j). Police dispatching
- Required to maintain the ability to work weekends, holidays, evening and night work schedules to ensure adequate staffing for a 24-hour operation. The days and hours of each shift may vary based on the needs of the center. The ability to work overtime is a required job function after training is complete.



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- Required to report to work during inclement weather conditions and during natural and manmade disasters.

#### **SUPERVISOR QUALIFICATIONS**

- At least two or more years of communication dispatching experience or comparable supervisory experience.
- Experience or other qualifications that demonstrate strong decision-making skills, excellent interpersonal communication and conflict resolution skills, and the ability to successfully supervise, motivate, correct, train and evaluate assigned personnel.
- Candidates applying for this position must successfully pass all components of the selection process which includes but is not limited to:
  - a). Candidate screening
  - b). Candidate test
  - c). Oral interviews

#### **EDUCATION AND EXPERIENCE**

High school or GED, plus specialized schooling and/or on the job education in a specific skill area; e.g. data processing, clerical/administrative, equipment operation, etc., plus 2 years related experience and/or training, and 7 to 11 months related management experience, or equivalent combination of education and experience.

#### **COMMUNICATION SKILLS**

Ability to communicate ideas effectively, including the preparation of reports and logs. Ability to listen and understand directions, information and ideas presented verbally and in writing. Ability to handle a variety of customer service issues with tact and diplomacy in a confidential manner and verbally solicit and obtain relevant information through radio and telephone communications. Ability to hear and retain detailed information.

#### **CRITICAL THINKING SKILLS**

The ability to solve urgent problems and deal with a variety of unknown emergencies or high priority variables in situations where only limited time exists.

#### **MENTAL DEMAND**

Must be able to quickly obtain, remember information and specific details from callers and officers without errors. The ability to concentrate on a task over a period of time without being distracted. Must be able to focus on the information provided by the caller in the presence of background noise and static. Work involves communicating with distraught, disoriented, argumentative, abusive, mentally disabled or disturbed and uncooperative individuals and require explicit gathering of essential information through verbal communications while maintaining composure and providing good customer service.



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#### **WORKING CONDITIONS**

Work environment is in an enclosed area with artificial lighting and involves sitting at a telephone/radio/computer work station for extended periods of time. It will also contain periods of high activity, and emotional events countered with periods of low activity. Noise levels that may cause distractions; limited opportunity for physical movement. Must be able to remain alert and responsive under low lighting and extremely demanding conditions. Must have adequate hearing and manual dexterity in order to perform the essential job functions proficiently.

#### **OTHER SKILLS**

- Operate a keyboard efficiently.
- Effectively communicate in both oral and written form.
- Organize work and routes by priority to meet specified deadlines.
- Exceptional skills in the use of a standard keyboard and computer workstation.

#### **ABILITIES**

- Ability to lead, organize and review work of communications staff.
- Ability to interpret, explain, and enforce department policies and procedures.
- Ability to resolve difficult citizen inquiries and complaints.
- Ability to work through situations involving authority, leadership and meeting deadlines.
- Gain and maintain a thorough geographical knowledge of Washington County including small towns, location of major roadways, landmarks and jurisdictional boundaries.
- Read, understand and interpret complex maps.
- Remain flexible and adapt to changing circumstances, demands during variety of emergency situations and to maintain emotional composure, organization of work and accurate productivity during periods of stress and high activity.
- Memorize radio codes, signals, employee names and badge numbers.
- Hear multiple conversations simultaneously, distinguishing between voices and sources to obtain relevant information quickly and accurately.
- Speak clearly, distinctly, concisely and correctly over the radio and telephone.
- Type on computer keyboards while reading from protocol and/or talking on the radio, and operate mouse and foot controls while conversing on the radio and/or telephone.
- Make immediate decisions and react in a quick, calm, controlled and effective manner in all emergency situations.
- Interpret and apply rules, regulations, policies and procedures utilized in public safety dispatching.
- Be reliable and dependable to report to work as scheduled.



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- Willingness to maintain respectful working relationships with co-workers, supervisors, public safety agencies, and the general public.

#### **SIGNATURE SECTION:**

This job description has been approved by all levels of management:

HR Director: \_\_\_\_\_

Employee signature below constitutes employee's understanding of the requirements, essential functions, and duties of the position.

Employee \_\_\_\_\_ Date \_\_\_\_\_