

## **PUBLIC SAFETY COMMUNICATIONS SQUAD SUPERVISOR - 353**

### **DEFINITION OF WORK**

Under regular supervision, performs responsible technical work on an assigned shift supervising the dispatching of police, fire and rescue equipment and personnel, usually in response to emergency situations; does related work as required.

### **EXAMPLES OF WORK**

Supervises operation of the communications center and its personnel on assigned shift; supervises and assists personnel in receiving and transmitting messages by radio and maintains radio log on shift work; participates in developing operating policies; takes telephone calls concerning complaints; passes information on to appropriate officers and makes record of calls; handles routine inquiries and refers problems to appropriate units; dispatches emergency equipment and personnel where and when needed; supplies information to other departments on request; checks equipment to ascertain that it is in good working order; oversees training for new operators in the communications system; handles complaints; prepares work schedules for personnel.

### **EMPLOYMENT STANDARDS**

Education and Experience: Any combination of education and experience equivalent to a high school diploma and considerable experience as a Public Safety Communications Operator.

Knowledge, Skills and Abilities: Thorough knowledge of the methods and procedures of operating the communications system; thorough knowledge of Federal and State regulations governing transmission by radio and teletype; thorough knowledge of the geography of the City and surrounding area; ability to plan and supervise the work of others; ability to operate all communications equipment; ability to type at a reasonable rate of speed; ability to speak distinctly; ability to deal with the public under trying conditions.

### **SPECIAL REQUIREMENT**

Possession of a valid Police Information Network Certificate.