

**MAJOR FUNCTION**

This is responsible, specialized, second level supervisory work involved in the direction and operation of the communications center on an assigned shift. The work includes responsibility for assignment and coordination of the routine activities and direct supervision of the shift supervisors. Work requires the exercise of sound judgment and proper action in emergency situations and the ability to remain calm and alert throughout an assigned period. Work is performed under the direction of the Operations Bureau Chief and is reviewed through observation, conferences, and reports.

**ESSENTIAL AND OTHER IMPORTANT JOB DUTIES****Essential Duties**

Plans, schedules, assigns work positions and assists in the training of Shift Supervisor positions and Public Safety Communications Operators. Oversees and monitors all activities and personnel of the Communications Center during assigned shift. Assures performance reviews are conducted and evaluations completed timely. Assures that shift staffing is adequate to cover the mandatory positions. Insures that duty roster, work station assignments, section leave and payroll records are maintained. Assures employees on the shift follow the established policy and procedures. Responsible for relocation of personnel in the event of an evacuation. Acts as liaison between all other emergency responding agencies and the CDA. Attends supervisory meetings to discuss problems, concerns, and to assist in Communications Center operations planning. Assures objectives are delivered from QA and training goals are achieved. Handles major personnel infractions and refers more serious infractions to the Operations Bureau Chief. May function in an acting capacity for the Operations Bureau Chief. Performs related work as required.

**Other Important Duties**

Attends regularly scheduled meetings. Monitors visitors, conducts tours of the center. Coordinate positions within communications section to relieve personnel and to fill in when needed. Performs related work as required.

**DESIRABLE QUALIFICATIONS****Knowledge, Abilities and Skills**

Considerable knowledge of the applicable communications system procedures, techniques and regulations. Considerable knowledge of the geography of the area, its road network, surrounding areas and major business locations. Considerable knowledge of rules, regulations, and procedures for dispatching and controlling the work of motorized emergency response equipment and emergency responders. Considerable knowledge of the methods, procedures and practices of operating radio-transmitting equipment. Considerable knowledge of the federal and state teletype computer system. Ability to efficiently schedule the work and training of new employees. Ability to supervise the work of subordinates and to promote cooperative work efforts among them. Ability to elicit complete and accurate information from the public who may be in a distressed or confused state. Ability to understand and express ideas clearly and concisely, orally and in writing. Ability to react quickly and calmly in emergencies. Ability to maintain and develop records and reports. Skills in the efficient operation of communications system equipment. Skill in the use of microcomputers and the programs and applications necessary for successful job performance.

Minimum Training and Experience

Possession of a high school diploma or an equivalent recognized certificate and five years of experience as a Public Safety Communications Operator. One year of experience as a Shift Supervisor within a Public Safety Communications Center is also required.

Necessary Special Requirements

Possession of Florida Crime Information Center and National Crime Information Center Full Access certifications at the time of employment or must acquire within the first six months of employment.

Possession of EMD, EFD and EPD Quality Assurance Certifications at time of employment

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Established: 12-10-14

Revised: 10-15-21  
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