

JOB DESCRIPTION

JOB TITLE: Fire Communications Supervisor
DIVISION: Fire Services of South Sound 911
REPORTS TO: Fire Communications Manager
Represented position, EEO Cat 6

SUMMARY:

As part of the South Sound 911 Fire Services Division, and under the direction of the Fire Communications Manager, this position supervises the operations and activities of the Fire Communication Center that receives and dispatches emergency calls for fire agencies. This position supervises and evaluates the work of assigned personnel, requiring ongoing multitasking ability, and use of discretion and judgment.

ESSENTIAL FUNCTIONS:

The position is a working supervisor position and is expected to be able to perform all of the essential functions of a Fire Dispatcher position. In addition, the position oversees the operations, activities and personnel of the Fire Communications Center to assure the compliance with established guidelines and procedures; determines action to be taken in situations not covered by established procedures which require immediate decisions; assists Fire Dispatchers in resolving difficult issues as necessary.

Maintains communication with the Fire Communications Manager to discuss changes or problems in operations or activities or to recommend new or revised procedures to improve operational effectiveness; prepares employee directives as directed; provides assistance and information to employees as requested.

Plans, organizes, directs and coordinates the work of assigned personnel. Selects, trains, supervises, monitors and evaluates the work of assigned personnel; schedules and assigns work; authorizes leave time and overtime work; reviews and investigates complaints and recommend disciplinary action as necessary; schedules in-service training; coaches employees and attempts to resolve employee issues, concerns and conflicts.

Assists in planning, coordinating, implementing and maintaining a training and orientation program for new employees; monitor and evaluate the progress of new employees; recommend additional training as necessary.

Records and responds to complaints concerning service from citizens, emergency service personnel and other agencies; communicates with citizens, personnel, customer agencies and other various agencies to provide and receive information and assistance related to operations and activities.

Monitors and participates in a variety of computer-related functions; implement programs and procedures for Fire Communication Center equipment; performs minor equipment repairs and adjustments; records malfunctions and coordinate repairs with appropriate personnel or service agency; recommends new or requested equipment.

Monitors work area to assure and maintain a safe, clean and orderly operation; monitors and activates emergency building communication and alarm systems during disaster exercises and actual events.

Reviews, maintains or supervises the preparation and maintenance of various lists, logs, files, records and reports related to telecommunication systems and personnel operations and activities; maintains tape records; compiles information and data as necessary; distributes materials or records as required.

Work overtime on a volunteer basis or assigned and mandatory to cover staffing needs. There is more overtime required during vacation and/or illness periods and during seasonal workload peaks. May include both extended shift or work on scheduled day(s) off.

QUALIFICATIONS:

A minimum of two years' experience as a Fire Dispatcher with the agency.

KNOWLEDGE AND EXPECTATIONS:

Fluent use of the English language

Understand and follow written and verbal instructions.

Understand and interpret complex rules and procedures.

Read, interpret, explain, apply and follow applicable laws, ordinances, codes, regulations, policies and procedures.

Work appropriately with confidential material and information.

Work with speed and accuracy.

Follow safety rules and regulations.

Proficient with standard suite of Microsoft Office software and database applications, peripheral equipment, fax machine, and phone system, radio and teletype.

Understand and exercise a high degree of independent judgment in problem solving and decision-making related to emergency services, communication codes, procedures, and geography of area served.

Communicate efficiently and effectively both orally and in writing using tact, patience and courtesy.

Maintain cooperative and effective working relationships with others.

Analyze situations quickly and adopt an effective course of action.

Organize work with many interruptions and multiple tasks to meet schedules and timelines.

Be reliable, dependable and report for work on a consistent basis.

Perform limited clerical duties such as filing, duplications and typing.

Keyboarding at 35 words per minute.

Train, supervise, coach and evaluate the work of others.

PHYSICAL REQUIREMENTS:

The physical demands 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.

While performing the duties of this job, the employee is regularly required to sit at a computer terminal, frequent walking both indoors and out; use hands to finger, handle, or feel and talk or hear. The employee is frequently required to reach with hands and arms. The employee is occasionally required to stand, stoop, or kneel. The employee must occasionally lift and/or move

up to 10 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and ability to adjust focus.

WORKING ENVIRONMENT:

Office environment with frequent interruptions. The noise level in the work environment is usually quiet. Work requires extended periods of concentration and sedentary work at a work station. This position will interact with employees and customers on a daily basis.

MACHINES/TOOLS/EQUIPMENT/WORK AIDS:

Personal computer, copy machines, telephone, fax machine, E-mail, calculators, and printers.

POTENTIAL HAZARDS:

The hazards are consistent within an office environment.

ANALYSIS OF PHYSICAL DEMANDS OF POSITION:

Activity	Percentage of time	Activity	Pounds
Standing	Optional at desk	Pulling & Pushing	10 lbs.
Walking	5% of time	Lifting	10 lbs.
Sitting	95% of time	Carrying	10 lbs.

The following abilities are required to perform the essential job functions:

Hearing	YES
Seeing	YES
Depth Perception	NO
Color Vision	YES

Seldom to occasionally the position will require the following activities: Stooping, Crouching, Crawling, Climbing, Balancing and Kneeling.

ADDITIONAL COMMENTS:

The statements herein are intended to describe the general nature and level of work performed by employee(s) in this job title. The statements are not a complete list of responsibilities, duties and skills required of employee(s) in this job title. Furthermore, the job description does not establish a contract of employment and is subject to change at the discretion of the agency.

PREPARED BY: Laura Lakowske, Recruiting Coordinator

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