

## JOB DESCRIPTION

**JOB TITLE:** Telecommunicator (TC) Supervisor  
**DEPARTMENT:** Communications of South Sound 911  
**REPORTS TO:** Communications Center Manager  
**Represented position, EEO cat 6**

### **SUMMARY:**

The Telecommunicator (TC) Supervisor position supervises the operations and activities of the Communications Center that receives and dispatches emergency calls for the client law enforcement, fire & EMS agencies and other City and County agencies in Pierce County. Supervise and evaluate the work of assigned personnel; plan, coordinate, implement and maintain a training and orientation program for new employees. This position requires ongoing multitasking ability, and use of discretion and judgment. Maintains the skill to perform the essential functions of the Telecommunicator 1 classification and the Dispatcher Classification.

This position reports to the Communications Center Manager.

### **ESSENTIAL FUNCTIONS:**

Oversees the operations, activities and personnel of the communications center to assure the compliance of established guidelines and procedures; determines action to be taken in situations not covered by established procedures which require immediate but temporary policy decisions; assists Telecommunicator 1 and Dispatchers in resolving difficult issues as necessary.

During periods of increased call volume in the communications center, receive incoming calls on emergency and non-emergency lines; determine type of service or information required; obtain and process required information and transmit to appropriate dispatcher according to established guidelines and procedures for priority or emergency calls; initiate requests for services for routine calls received.

May also perform essential dispatcher duties such as: dispatch appropriate personnel, apparatus and equipment via radio, computer aided dispatch system, departmental intercom or telecommunications equipment; determine the number of units needed and which officer to dispatch according to established guidelines and the nature of the emergency. Maintain contact with customer agency field units to assure safety and efficiency; inform officers of the status of the situation and receive and maintain officer's status and location at appropriate times.

Work under stress with accuracy in a calm and efficient manner, accurately recording pertinent information into computer aided dispatch (CAD) system simultaneously. Respond to situations in a positive and efficient manner.

Maintains communication with the Communications Center Manager to discuss changes or problems in operations or activities or to recommend new or revised policies or 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; complete Quality Assurance reports; prepare employee performance evaluations; schedule in-service training.

Schedules and assigns work; authorizes leave time and overtime work; accurately records employee work and leave time.

Review and investigate complaints and recommend disciplinary action as necessary; receive and attempt to resolve minor employee grievances, personnel matters, and other concerns; coach and motivate employees.

Plans, coordinates, implements and maintains a training and orientation program for new employees; monitor and evaluate the progress of new employees; recommend additional training or termination as necessary.

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

Monitors and participates in a variety of computer-related functions; implement programs and procedures for Communication Center equipment; troubleshoots equipment issues; performs minor equipment repairs and adjustments; records malfunctions and coordinates repairs with appropriate personnel or service agency; recommends new or replacement 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; compiles information and data as necessary; distributes materials or records as required.

Operate a variety of department equipment such as a variety of radio and telephone equipment, personal computer, Computer Aided Dispatch (CAD) software, alarm monitoring systems, notification systems, TDD, playback recorders; monitor a variety of safety and security devices such as television camera monitoring equipment, door security recorder equipment,

many active radio channels and phone lines including emergency and non-emergency, and relay appropriate information to affected field units.

Enter and update a variety of detailed information into the computer terminal including the nature and location of calls received and premise histories; prepare and maintain various logs, listings, schedules and files; testify in court as required.

Attend meetings or training during shift or on overtime as directed.

Participates in development, implementation, and review of policies and procedures.

Participates in special projects and programs such as RFP's.

**QUALIFICATIONS:**

A minimum of three years' experience in the South Sound 911 Dispatcher classification, or 3 years of Advanced Assignment qualified for work in the Dispatcher classification; or three years as a dispatch supervisor in a 911 agency.

**KNOWLEDGE AND EXPECTATIONS:**

Understand emergency services, communication codes, procedures, and geography of area served.

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.

Read and interpret paper and/or electronic maps.

Prepare clear and concise reports using law enforcement report preparation procedures.

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

Work appropriately with confidential material and information.

Keyboarding at 45 words net per minute from clear copy.

Work with speed and accuracy.

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

Follow safety rules and regulations.

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

Exercise a high degree of independent judgment in problem solving and decision-making.

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

Fluent use of the English language

Maintain cooperative and effective working relationships with others.

Provide training and orientation to employees.

Analyze situations quickly and adopt an effective course of action.

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

Independently track and complete assigned tasks on schedule.

Prepare written evaluation, assessment, and disciplinary review type documents in a clear, concise, and thorough manner.

Analyze and track program successes.

Use appropriate techniques to conduct investigations and correct and/or recommend a course of action.

Develop improvement or action plans to address individual employee performance issues.

Maintain regular and predictable attendance.

**LICENSES, CERTIFICATES AND OTHER REQUIREMENTS:**

Due to the confidential nature and demands of this position, candidates must possess an exemplary personal history and pass a background investigation as part of the pre-conditional offer of employment.

Maintain a valid Cardiopulmonary Resuscitation (CPR) certificate and Washington State Patrol ACCESS Level I certification.

Completion of FEMA courses IS-100, IS-200, and IS-700.

Priority Dispatch Certification.

Possess and maintain a valid Washington Driver's License and provide own transportation for offsite meetings.

**WORK HOURS:**

Work hours: 10 hour shift with 30-minute lunch break and two fifteen minute breaks. Shift start times vary by assignment. Work 40-hour shift anytime during a seven-day period including holidays. Shift is bid and awarded based on seniority. Rotate through a relief shift.

Work overtime on a volunteer basis or assigned and mandatory to cover staffing needs. There is more overtime during vacation and/or illness periods and during seasonal workload peaks. May include both extended shift or work on scheduled day(s) off. Range of overtime per payroll period could be 0 to 36 hours.

**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 and arms to reach, finger, handle, or feel, and finger dexterity necessary to operate equipment used in the position.

The employee is required to talk, see, and hear. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and ability to adjust focus. There is some standing, walking, sitting, bending/stooping, pushing/pulling and minimal lifting associated with the classification as it is currently performed. Ability to travel and attend meetings away from regular work site may be required.

Subject to lifting up to 10 pounds; standing, bending, stooping and reaching or sitting for up to twelve hour periods, continuous contact with monitors, and noise from communications and office equipment.

Fully adjustable ergonomic chairs; adjustable workstations have a variety of lighting according to individual preference; wrist rest, footrest, and non-glare computer screen.

**ANALYSIS OF PHYSICAL DEMANDS OF POSITION**

<b>Activity</b>	<b>Percentage of time</b>	<b>Activity</b>	<b>Pounds</b>
Standing	Optional	Pulling	10 lbs.
Walking	5% of time	Pushing	10 lbs.
Sitting	95% of time	Lifting	10 lbs.
		Carrying	10 lbs.

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

**WORKING ENVIRONMENT:**

Employee works in an indoor climate-controlled office environment. The noise level in the work environment is usually quiet to normal conversation levels. Work requires extended periods of concentration and sedentary work at a work station. Work is subject to frequent interruptions and normal office noise. Occasional exposure to mechanical sounds such as generator or HVAC equipment.

**POTENTIAL HAZARDS:**

The hazards are consistent within an office environment.

**MACHINES/TOOLS/EQUIPMENT/WORK AIDS:** Personal computer, Computer Aided Dispatch (CAD) software, various maps, radio system, copy machines, telephone, fax, E-mail, calculators, headsets, printers.

**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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