

Pinellas County Sheriff's Office

"Leading The Way For A Safer Pinellas"



ASSISTANT COMMUNICATIONS CENTER SHIFT SUPERVISOR

JOB CODE: 30028	PAY GRADE: 14	PAY RANGE: \$45,678 - \$73,084
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GENERAL DESCRIPTION

Under the general direction of the Communications Center Shift Supervisor, performs demanding work of above average difficulty related to the operation of the Communications Center. In the conjunction with or in the absence of a Communications Center Shift Supervisor, incumbents are expected to exercise independent judgment and to assist, guide and instruct Communications Center staff and answer questions from staff and the public, while referring only the most complex to the Division Commander. Assistant Supervisors operate computer hardware and software and may correct system failures. Work is performed following policies and operating procedures and the FCC rules and regulations. Work is reviewed through observation and results obtained. **Shift work required.**

SUPERVISES OTHERS: Yes

ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

- Responsible for their subordinate employee's welfare and care, individual training in the conduct of their duties and mentoring
- Reviews subordinates work performance, conducts open and honest performance counseling, appraisals and evaluated conditions of performance, initiates corrective action and/or disciplinary action as necessary
- Ensure subordinates meet agency standard in personal appearance, maintains and accounts for materials and agency equipment as prescribed by Sheriff's Office policy, special or General Orders and Standard Operating Procedures (SOPs)
- Required to perform the duties of a Public Safety Telecommunicator or Switchboard/Teletype Operator during periods of staffing shortages;
- In the absence of a Communications Center Shift Supervisor may perform the following duties:
 - Assigns daily work schedules and break times; conducts shift briefings at beginning of shift, takes attendance, approves overtime, assigns work, and discusses any problems or procedural changes;
 - Assists a Communication Supervisor with the supervision of committees or teams assigned to administrative projects relating to the operation of the Communications Division;
 - Corrects equipment malfunctions or reports the malfunction to the proper maintenance personnel;

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- Compiles daily shift report documenting: noteworthy calls for services, issues that occurred in communications center, issues with equipment or databases, and errors discovered in calls generated for service;
- Answers phone calls from the public and gives information or takes complaints to be dispatched;
- Searches tapes and makes copies of recordings of particular phone calls or radio transmissions received in the Communications Center for other personnel or other agencies;
- Monitors phone calls of Public Safety Telecommunicators to assist in improving their performance and to identify needed training;
- Assists in developing and updating the training manual and training new staff;
- Assists staff members with difficult emergency calls to elicit as much information as possible;
- Assists the Communications Shift supervisor by providing input for evaluations of members assigned to the shift and assists in the preparation appropriate performance appraisals;
- Conducts pre-scheduled tours of the Communications Center for the public;
- Participates in Sheriff's Office recruitment and community relations activities as directed.

Regular and reliable attendance is required as an essential function of the position.

This position is considered essential and, in the event of an emergency or natural disaster, will be required to report to work.

This list is not intended to be all-inclusive and you may not be responsible for every item listed. The employer reserves the right to assign additional functions and responsibilities as necessary.

QUALIFICATIONS

- High school graduation or equivalent diploma from an institution accredited by an accrediting body recognized by the U. S. Dept. of Education or licensed as a degree granting institution by the Commission for Independent Education, pursuant to Section 1005.02(7), F.S. AND four (4) years' experience as a Public Safety Telecommunicator
- Possesses all certifications required of the Public Safety Telecommunicator position
- Must possess a valid Florida driver's license



KNOWLEDGE, SKILLS, AND ABILITIES

- Ability to perform all of the Examples of Duties of a Public Safety Telecommunicator
- Knowledge of business English, spelling, and arithmetic
- Knowledge of the procedures and policies of the Emergency Dispatch System
- Knowledge of the 10-Codes and signals, as well as radio and computer dispatching procedures
- Knowledge of FCC rules and regulations regarding the use of the radio
- Knowledge of operation of computer hardware and software
- Ability to think clearly and react effectively in an emergency situation
- Ability to maintain clear, concise and accurate logs and records
- Ability to effectively supervise and motivate subordinates
- Skill in working with the public and subordinates
- Skill in eliciting critical information from citizens in a stressful or life threatening situation
- Inter-personal skills
- Time management skills
- Ability to provide information correctly and concisely; orally and in writing
- Ability to perform all functions of the job classification without posing a direct threat to the health or safety of other individuals in the workplace

PHYSICAL ABILITIES

The physical abilities listed below are estimates of time spent during a typical work day to perform essential functions and responsibilities. Members in this position may be required to:

- Sit up to 5 hours per day
- Stand up to 3 hours per day
- Walk up to 3 hours per day
- Occasionally bend, squat, reach, kneel, or twist