

**POLICE DEPARTMENT
PUBLIC SAFETY COMMUNICATIONS SUPERVISOR**

GENERAL DUTIES: Under direct supervision of the Police Captain, plan, supervise and participate in the communication activities of the Administrative Support Services Division of the Police Department; organize, carry out and maintain records for communications purchasing and repairs; participate in training programs; train and evaluate subordinates; perform Public Safety Communicator duties as required; work shift work including weekends, holidays, nights and evening hours.

GENERAL REQUIREMENTS:

Personal Appearance - Is appropriate for the work environment and meets expectations for the proper image of the City, as per department policy.

Attendance - Follows department/City policy in regards to punctuality and attendance.

Compliance with Work Instructions - Follows all work instructions given, and completes all assigned duties. Follows the policies, rules, and regulations of the City and department.

Safety - Follows the Safety and Health Handbook, as well as other safety related standards, and avoids unnecessary risk to oneself, co-workers, citizens, and property.

Internal Relations - Conducts work in a manner which supports the overall team effort, and which avoids disruption of one's work and the work of others. Treats all City employees with respect. Takes responsibility to resolve differences. Finds solutions to problems. Respects racial, religious, ethnic, and sexual differences of others, and avoids derogatory statements regarding these differences.

Customer Service - Conducts work that fosters public support for the City, that will lead to fewer complaints and claims against the City. Treats customers with respect. Follows the same rules that one expects the customers to follow. Respects racial, religious, ethnic, and sexual differences of others, and avoids derogatory statements regarding these differences.

ILLUSTRATIVE EXAMPLES OF WORK:

1. Schedule Communications personnel for the most effective utilization of available personnel.
2. Supervise, train and evaluate all Communications personnel.
3. Prepare and analyze administrative reports as required.
4. Supervise 911 operations, Computer Aided Dispatch (CAD), California Law Enforcement Telecommunications System (CLETS), Sheriff's Law Enforcement Telecommunications System (SLETS), National Crime Information Center (NCIC) and public safety computer functions as they relate to the Communications Center.

5. Act as a liaison officer with other-departments, law enforcement agencies and cities.
6. Monitor station and communications security and surveillance.
7. Schedule communications equipment maintenance.
8. Inventory and order supplies.
9. Evaluate and assist in the professional development of assigned staff.
10. Perform all related duties of a Public Safety Communicator as required.
11. Participate in the preparation of the operational/capital budgets for the department.
Maintain operational budget accounts.
12. Coordinate and implement mobile emergency communication resources and equipment as needed.
13. Act for the Police Captain in his/her absence or as directed.
14. Participate in training and updating programs, and prepare and update policies and procedures as required.
15. Adapt to working shifts, weekends, holidays, nights and evenings.
16. Perform related work as required.

REQUIRED SKILLS, KNOWLEDGE AND ABILITIES:

SKILLS:

1. Listening, hearing and understanding.
2. Public speaking.
3. Independent decision making.
4. Interpersonal skills.
5. Supervision, evaluation and counseling of employees.
6. Other skills sufficient to perform listed examples of work.

KNOWLEDGE: Knowledge of:

1. Public safety communication systems and organization, procedures and practices.

2. Modern office standards and procedures.
3. Principles and practices of supervision, training and personnel administration.
4. City personnel rules and regulations, and Department policies and procedures.
5. Rules and regulations of the Gilroy Police and Fire CAD systems, and Police Information Network (PIN), California Law Enforcement Telecommunication System (CLETS) and National Crime Information Center (NCIC) computer systems; with the ability to train assigned staff and co-workers in their use.
6. Federal Communications Commission rules and regulations as they pertain to emergency communications, and the ability to train subordinates and co-workers in their policies and procedures
7. Use of a personal computer and law enforcement computer systems, e.g. CLETS, NCIC, CJIC and GPD RMS.
8. Automation, specifically as it relates to public safety communications.
9. Clear, concise and accurate writing and reporting techniques.
10. Customer service techniques.

ABILITIES: Ability to:

1. Communicate effectively, using proper telephone/radio etiquette.
2. Understand and execute oral and written instructions.
3. Resolve conflict.
4. Work under pressure on several tasks and analyze and adapt to new situations.
5. Train effectively.
6. Establish and maintain effective working relationships with supervisors, co-workers, other departments, outside agencies, and the general public.
7. Make independent decisions.
8. Remain in control in difficult situations, use proper judgment, and make appropriate decisions in stressful and non-stressful situations.
9. Successfully complete a Peace Officer Standards and Training (POST) Certified Civilian Supervisor Course.

10. Effectively delegate assignments to all communicators, as appropriate.
11. Present a positive image.
12. Perform related work as required.

MACHINES/TOOLS/EQUIPMENT UTILIZED:

Typical office and field environments include the following:

1. Computer, keyboard and monitor
2. Laserjet or ink jet printer
3. Telephone or cell phone and headset
4. Pager
5. Copier
6. Calculator
7. Facsimile machine
8. Typewriter
9. Polaroid or digital camera
10. Paper shredder or cutter
11. Two-way radio
12. Specialized computer, radio and phone software
13. Police Department phone system
14. Police Department radio system
15. Variety of electronic equipment associated with the Communications Center
16. Foot pedals
17. Presentation materials, easel, video recorder, tape recorder, overhead projector, etc.
18. Variety of electronic equipment associated with the Communications Center
19. Uniform
20. Automobile

PHYSICAL DEMANDS:

Under typical office and field conditions, employee will perform the following physical activities which include handling files, books, binders, and sometimes boxes of work-related material:

1. Sitting, for prolonged periods of time working at a computer or attending meetings.
2. Walking
3. Standing, for prolonged periods of time during presentations or training sessions.
4. Kneeling
5. Bending/stooping
6. Twisting
7. Reaching
8. Carrying
9. Pushing/pulling
10. Lifting up to 25 lbs.
11. Driving
12. Manual dexterity, using a variety of communication equipment.

13. Speed, in meeting deadlines and using office equipment.

SENSORY DEMANDS:

Under typical office and field conditions, employee utilizes these senses while using a computer, printer, typewriter, telephone, pager, fax machine, typewriter, copier, calculator, paper shredder, paper cutter, camera, two-way radio, automobile, etc.:

1. Seeing, (color) vision is necessary when working with multiple computer monitors, identifying color-coded messages or signals, or setting up communications equipment.
2. Speaking
3. Hearing
4. Touching, when working with multiple touch-screen monitors, setting up communications equipment, and using foot pedals.

ENVIRONMENTAL AND FLOOR SURFACE CONDITIONS:

Office Conditions:

1. Indoors: Typical office conditions, over 90% of the time.
2. Flooring: Low level carpeting, linoleum, tile, wood, etc.
3. Noise Level: Conducive to office settings with phones, alarms, copiers, radios, etc.
4. Lighting: Conducive to normal office setting, may be dimmed for use with monitors.
5. Ventilation: Provided by central heating and air conditioning.
6. Dust or Fumes: Normal indoor levels associated with dust and odors from paper, ink pens, copiers, or other office-related equipment.

Field Conditions:

1. Outdoors: Typical conditions traveling to meetings or seminars, less than 5% of the time.
2. Travel: Under varying conditions via automobile or plane, less than 5% of the time.
3. Flooring: Carpet, linoleum, tile, asphalt, dirt, wood, uneven surfaces, etc.
4. Noise Level: Varying low to high equipment noise when traveling.
5. Lighting: Normal outdoor conditions, with possible exposure to extreme weather conditions.
6. Ventilation: Heating and air conditioning provided by a vehicle or plane.
7. Dust or Fumes: Normal outdoor levels associated with pollen, dust, vehicle exhaust, etc.

HAZARDS:

Mechanical or electrical exposure is minimal while properly using standard office equipment such as a telephone, computer, typewriter, printer, copier, adding machine, fax machine, paper shredder, or paper cutter. When working or traveling in the field, there is some exposure to mechanical hazards when utilizing a vehicle.

ATMOSPHERIC CONDITIONS:

Minimal exposure to fumes occurs in a typical office environment. Typical exposure may result

from use of copiers, dry erase pens, liquid paper, toner cartridges, ink pens, or other office supplies or equipment.

REQUIREMENTS, TRAINING, EXPERIENCE AND QUALIFICATIONS:

1. Sixty semester college units from an accredited college or university in Business Administration, Public Administration or related field and four (4) years of full-time experience as a Public Safety Communicator with a municipality including one (1) year of supervisory experience. Possess a Basic Dispatch Certificate and a Communication Training Officer Certificate.
2. Possess and maintain a valid California Driver License and a safe driving record necessary to operate assigned vehicle(s).
3. Pass a POST background investigation, which includes a polygraph examination, an extensive Department of Justice criminal record check, and an FBI clearance
4. Pass a post-offer psychological evaluation and a medical examination, which includes a drug test.
5. Prefer bilingual (English/Spanish).
6. Prefer non-tobacco user.