

**CLASS SPECIFICATION**  
**Emergency Communications Supervisor**

FLSA Status: Exempt  
Union Representation: Nonrepresented

**GENERAL PURPOSE**

Under general supervision, reviews, supervises and evaluates the work and activities of assigned 911 emergency dispatch personnel; and performs related duties as assigned.

**DISTINGUISHING CHARACTERISTICS**

An Emergency Communications Supervisor is responsible for supervising and coordinating staff engaged in taking and processing a high volume of calls for law enforcement, fire and medical assistance. Incumbents develop and implement improvements to bureau operations, assign personnel to meet the demands of bureau workload and ensure employees conform to standards and procedures.

Emergency Communications Supervisor is distinguished from Assistant Emergency Communications Operations Manager in that the incumbent in the latter class is responsible for supervising all Emergency Communication Supervisors, as well as the incumbent's greater responsibility for developing and implementing policies and procedures to ensure that services provided are consistent with overall goals of the bureau. The classification is also distinguished by its responsibility for reviewing and administering progressive discipline beyond written reprimands.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

Any one position in this class may not perform all the duties listed below, nor do the listed examples of duties include all similar and related duties that may be assigned to this class.

1. Plans, supervises and evaluates the work of assigned staff; with staff, develops, implements and monitors work plans to achieve bureau mission, goals and performance measures; supervises, participates in developing, recommends and implements plans, policies, systems and procedures applicable to unit responsibilities; determines improvements to bureau operations by investigating deficiencies and problem areas; develops, recommends and implements changes to operational policies and procedures.
2. Plans and evaluates the performance of assigned staff; establishes performance requirements and personal development targets; regularly monitors performance and provides input for performance improvement and development; prepares recommendations for awards and other rewards to recognize performance; recommends disciplinary action, up to and including termination, to address performance deficiencies, in accordance with the City Charter, Code, human resources policies and labor contract provisions.

3. Provides leadership and works with staff to create a high performance, service-oriented work environment that supports the City's and bureau's mission, objectives and service expectations; provides leadership and participates in programs and activities that promote workplace diversity and a positive employee relations environment.
4. Supervises and directs the daily activities of assigned dispatch personnel; evaluates work force strength and assigns personnel to meet workload demands; ensures employees conform to bureau standards and procedures and federal, state and local laws; maintains daily work and break schedules and makes adjustments for adequate staffing; ensures staff are working in a safe and sanitary environment; ensures proper distribution of duties; evaluates staff productivity and potential work deficiencies and takes corrective action; investigates complaints, concerns or instances of exemplary performance; analyzes and identifies patterns of performance and develops performance improvement plans; ensures adequate training of all employees in all disciplines; makes recommendations for operational purchases.
5. Monitors operations quality control; ensures prompt answering of calls and that staff are in ready status at all times; ensures compliance with standard operating procedures; provides interpretation of standard operating procedures and user general orders; reviews calls at random; monitors dispatch nets and ensures proper deployment, level of response and timeliness; directs employees to take corrective action as needed; takes over and processes difficult and complex calls.
6. Supervises coach-trainee teams; works with coaches to establish and facilitate successful achievement of goals; organizes and develops training materials; reviews daily observation reports and identifies concerns; conducts performance reviews; develops and implements corrective action plans.
7. Maintains various bureau and personnel records such as work schedules, sick time usage, overtime, vacation requests and employee and training files; monitors sick time usage; documents certifications and classification changes.
8. Performs incident command coordination during highly critical incidents until the Emergency Operations Center becomes operational; directs and assists call-takers and dispatchers; deploys SERT and manages the SERT channel; may perform hostage negotiations or calls for surrender; monitors the National Warning System and acts accordingly; implements Critical Incident Stress Debriefing for staff after critical incidents; coordinates with other agencies in mutual responses; provides alarm monitoring services for county wide police-installed alarms; provides incident information to the media.
9. Manages the bureau facilities to ensure proper functioning, security and safety; troubleshoots equipment failure and makes calls to technical support; screens bureau visitors; reports unusual activities on bureau facilities for investigation.
10. Carries a pager after work hours.

## **OTHER DUTIES**

1. Plans, develops and implements strategies for large-scale events and severe weather; ensures proper training and special operations orders are provided; ensures special equipment is available; ensures warnings are communicated to user agencies; coordinates temporary operational policy changes with user agencies.
2. Evacuates employees in the event of threat to safety or facility failure; activates reroutes of 911 calls; retrieves and transports essential equipment to backup sites; at the backup site, assigns duties, sets up equipment and re-establishes 911 and dispatching services.
3. Participates as a member of the CISM Committee.
4. Serves on committees such as: website, performance evaluation, employee recognition, or other related committees.
5. May act as the bureau public information officer; issues press releases and arranges press conferences; responds to requests for information; provides public education on all facets of 911 to schools, users and public and private organizations; develops and maintains informational materials for distribution and dissemination; sets up and staffs informational booths at various events; provides tours of bureau facilities; arranges sit-a-longs; provides 911 training sessions for various law enforcement agencies.

## **MINIMUM QUALIFICATIONS**

### **Knowledge of:**

1. Theory, principles, practices techniques and technology in the field of emergency communications for a large public safety function.
2. Policies and procedures of various fire, police and emergency services user agencies as they pertain to emergency communications.
3. Federal, state and local laws applicable to areas of responsibility.
4. Research methods and analysis techniques.
5. Effective community and public relations methods and practices.
6. City and bureau human resources policies and labor contract provisions.
7. Principles and practices of sound business communication.
8. Principles and practices of effective supervision.

**Ability to:**

1. Supervise and direct a diverse staff of technical and professional personnel.
2. Define issues, analyze problems, evaluate alternatives and develop sound, independent conclusions and recommendations in accordance with laws, regulations, rules and policies.
3. Supervise and direct critical situations and functions in a multi-task and fast paced environment, which requires a high degree of accountability.
4. Organize, set priorities and exercise sound independent judgment within areas of responsibility.
5. Understand, interpret, apply and explain relevant city, state and federal laws.
6. Prepare clear, concise and comprehensive reports and other written materials.
7. Exercise sound independent judgment within general policy guidelines.
8. Operate computer and standard business software.
9. Present information clearly, logically and persuasively.
10. Communicate effectively both orally and in writing.
11. Exercise tact and diplomacy in dealing with sensitive, complex and confidential issues and situations.
12. Establish and maintain effective relationships members of user agencies, community and business organizations, employees, the public and others encountered in the course of work.

**Training and Experience:**

A typical way of obtaining the knowledge, skills and abilities outlined above is graduation from high school; and at least three years of progressively responsible 911 dispatch experience; or an equivalent combination of training and experience.

**Licenses; Certificates; Special Requirements:**

State of Oregon emergency telecommunicator certification.

A valid state driver's license may be required for certain assignments.

**PHYSICAL AND MENTAL DEMANDS**

Persons with disabilities may be able to perform the essential duties of this class with reasonable accommodation. Reasonable accommodation will be evaluated on an individual basis and depends, in

part, on the specific requirements for the job, the limitations related to disability and the ability of the hiring bureau to accommodate the limitation.

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**Class History:**

Adopted: 07-01-02

Class created as a result of Nonrepresented Classification & Compensation Study, 2000-2002.

This class is composed of positions from the following class(es):

325 EMERGENCY COMMUNICATIONS SUPERVISOR I. Adopted: 06-18-97

Revised: 4-07-03 (revised content based on input from the Request for Reconsideration process).

Revised: 2-11-04 (revised to include wording to distinguish this class from the Assistant  
Emergency Communications Operations Manager classification).

June 2009 - Change Job Class number from 7975 to 30000785, due to system change.