

City of Portland

CLASS SPECIFICATION

EMERGENCY COMMUNICATIONS OPERATIONS SUPERVISOR I

[CLASS CODE]

[ESTABLISHED DATE]

CLASSIFICATION SUMMARY

Reports to an Emergency Communications (EC) Operations Supervisor II. Under general direction, plans, supervises, and evaluates the work and activities of 911 dispatch personnel within the Bureau of Emergency Communications (BOEC). Ensures emergency response operations are performed within specific time constraints and in compliance with applicable laws, regulations, and policies.

Responsibilities include: supervising the workload of the unit; implementing work schedules, deadlines, workflow, methods, and standards of acceptable work for subordinate staff; overseeing staff activities to ensure achievement of unit goals and objectives; coordinating and supervising unit programs and functions; investigating complaints; handling 911 overflow calls.

DISTINGUISHING CHARACTERISTICS

EC Operations Supervisor I is the first of two classifications in the EC Operations Supervisor series.

EC Operations Supervisor I is distinguished from EC Operations Supervisor II in that the latter has more responsibility for oversight of the organizational unit and supervises EC Operations Supervisor I positions.

EC Operations Supervisor I is distinguished from the Supervisor series in that the former supervises positions that perform work specifically related to emergency communications dispatch operations and requires specialized knowledge and/or training.

ESSENTIAL FUNCTIONS

Depending on the assignment, the incumbent may perform a combination of some or all of the following duties, and perform related duties as assigned.

General Duties:

1. Monitor all active emergency service radio traffic and 911 calls; prepare for tactical incidents; ensure timely and appropriate responses by staff; make and prioritize decisions affecting callers and fire, police, and emergency personnel; evaluate resource deficiencies and allocate additional resources accordingly.
2. Plan, organize, and supervise staff, including assisting in developing and implementing work programs, plans, processes, systems, and procedures to achieve performance measures and the Bureau mission and goals.
3. Assist with oversight related to performance requirements and personal development targets for staff; monitor performance and provide coaching for improvement and development; evaluate performance and complete quarterly and annual performance reviews; recommend discipline, as necessary.
4. Schedule and assign work duties, ensuring that the dispatch center is appropriately staffed; manage overtime and vacation requests; maintain accurate records.
5. Provide instruction at new employee training academies and in-service education; provide support to and evaluate coach-trainee teams.

6. Investigate caller and responder complaints; follow up with appropriate action; provide counsel and training, as needed; identify exemplary performance and provide commendations.
7. Lead, supervise, and provide assistance to organizational unit; create a positive and supportive work environment.
8. Create and promote an equitable workplace that demonstrates an environment respectful of living and working in a multicultural society.

SUPERVISION RECEIVED AND EXERCISED

The work of this classification is performed under general direction by an EC Operations Supervisor II.

Directly supervises a minimum of four (4) employees.

KNOWLEDGE/SKILLS/ABILITIES REQUIRED

1. Knowledge of theory, principles, practices, techniques, and technology in the field of emergency communications for a large public safety emergency services dispatch center.
2. Knowledge of policies and procedures of fire, police, and emergency services partner agencies as they pertain to emergency communications.
3. Knowledge of federal, state, and local laws pertaining to emergency operations, emergency call-centers, dispatching, and personnel, and ability to learn BOEC policies, procedures, and practices.
4. Knowledge of principles and practices of supervision, training, and performance evaluation.
5. Ability to manage emergency telecommunications work, specifically the processing of a high volume of 911 emergency calls for law enforcement, fire, and medical assistance.
6. Ability to plan, organize, and supervise the work of staff, including developing and implementing work plans to achieve organizational unit mission, goals, and performance measures.
7. Ability to establish and maintain effective working relationships with those contacted in the course of work; demonstrate tact, diplomacy, and patience, and gain cooperation through discussion and collaboration.
8. Ability to supervise a multicultural workforce, promote an equitable workplace environment, and apply equitable program practices to diverse and complex City services.
9. Ability to communicate effectively, both verbally and in writing; present information, proposals, and recommendations clearly and persuasively in public settings.
10. Proficiency in Computer Aided Dispatch systems and radio communication.
11. Ability to utilize City-specific technology and general office software.

MINIMUM QUALIFICATIONS REQUIRED

Any combination of education and experience that is equivalent to the following minimum qualifications is acceptable.

Education/Training: High School diploma or GED;

AND

Experience: Three (3) years of experience as a 911 call taker or dispatcher in an emergency communications call center.

Special Requirements and/or Qualifications:

Oregon Department of Public Safety Standards and Training Certification in Telecommunications.

Law Enforcement Data Systems Certification or National Crime Information Center Certification.

Preferred Qualifications:

Experience in a lead or coach role in the field of emergency communications.

Successful completion of the Oregon Department of Public Safety Standards and Training Supervisor course.

Minimum Salary: xxxxx per [pay period, month, annual]

Maximum Salary: yyyyy per [pay period, month, annual]

Bargaining Unit: Nonrepresented

FLSA Status: Exempt

HISTORY

Revision Dates: