

City of Portland

## CLASS SPECIFICATION

### EMERGENCY COMMUNICATIONS OPERATIONS SUPERVISOR II

[*CLASS CODE*]

[ESTABLISHED DATE]

#### **CLASSIFICATION SUMMARY**

Reports to the Emergency Communications (EC) Operations Manager. Under general direction, manages, plans, supervises, and evaluates, directly and through supervisors, the work and activities of 911 dispatch personnel within the Bureau of Emergency Communications (BOEC). Ensures emergency operations and response are performed effectively, timely, and in compliance with applicable laws, regulations, and policies.

Responsibilities include: overseeing the workload of the unit through subordinate supervisors; planning the work schedules, deadlines, workflow, and methods directly or through subordinate supervisors; developing and implementing standards of acceptable work; overseeing subordinate supervisors to ensure achievement of unit goals and objectives; coordinating and supervising unit programs and functions; conducting quality assurance, analyzing data, and identifying performance trends; coordinating critical incidents; investigating complex complaints; troubleshooting technical issues.

#### **DISTINGUISHING CHARACTERISTICS**

EC Operations Supervisor II is the highest of two classifications in the EC Operations Supervisor series.

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

EC Operations Supervisor II is distinguished from EC Operations Manager in that the latter is responsible for the overall management of the organizational unit and the former is responsible for overseeing internal operations.

EC Operations Supervisor II 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. Supervise, through subordinate supervisors, emergency telecommunications intake and processing of 911 emergency calls for law enforcement, fire, and medical assistance.
2. Determine methods for handling calls; manage the investigation of complex complaints from citizens, partner agencies, and Bureau representatives.
3. Assist in the development of operational policies and procedures; oversee the implementation and evaluation of policies, work programs, plans, processes, systems, and procedures.
4. Monitor incoming 911 calls, and ensure prompt and appropriate responses by dispatch personnel; make on-the-spot decisions on critical issues and prioritize decisions.

5. Organize and conduct Bureau efforts to evaluate systems and dispatch personnel performance; analyze calls and determine performance and quality trends; provide information to training personnel for topics for supervisor and dispatch training; analyze existing policies and procedures to determine effectiveness in meeting Bureau goals; recommend revisions to policies and procedures based on analyses.
6. Compile and analyze statistics on performance, overtime, and employee certification to ensure Bureau standards and goals are met; recommend staffing shift assignments to meet Bureau objectives.
7. Act as liaison between the Bureau and partner agencies, stakeholders, and the public.
8. Recruit, hire, schedule, assign work to, and supervise subordinate supervisors and staff; conduct training; organize and lead staff meetings.
9. Plan, coordinate, and review the performance of subordinate supervisors and staff; assist in developing performance requirements and personal development targets; monitor performance and provide coaching for improvement and development; evaluate performance and complete annual performance reviews; recommend discipline as necessary.
10. Lead, direct, and provide assistance to organizational unit; create a positive and supportive work environment; 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 the EC Operations Manager.

Directly supervises a minimum of four (4) employees. Indirectly supervises staff assigned to subordinate supervisors.

### **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 theory and application of quality improvement in an emergency communications setting.
5. Knowledge of research methods and data analysis.
6. Knowledge of principles and practices of supervision, training, and performance evaluation.
7. Ability to manage emergency telecommunications work, specifically the processing of a high volume of 911 emergency calls for law enforcement, fire, and medical assistance.
8. 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.
9. 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.
10. Ability to communicate effectively, both verbally and in writing; present information, proposals, and recommendations clearly and persuasively in public settings.
11. Ability to supervise a multicultural workforce, promote an equitable workplace environment, and apply equitable program practices to diverse and complex City services.
12. Ability to utilize in Computer Aided Dispatch systems and radio communication.
13. 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:** Six (6) years of progressively responsible experience in emergency communications, including two (2) years in a supervisory role.

**Special Requirements and/or Qualifications:**

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

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

**Preferred Qualifications:**

Course work from an accredited college or university in emergency communications, business administration, public administration, or a related field.

A valid state driver's license.

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

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

Bargaining Unit: Non-represented

FLSA Status: Exempt

HISTORY

Revision Dates: