

CITY OF HUNTINGTON PARK

CLASS SPECIFICATION

COMMUNICATIONS OPERATOR SUPERVISOR

Civil Service Status: Open-Competitive
Probationary Period: One (1) Year
Classification Series: Police-Civilian Non-Sworn
FLSA Status: Non-Exempt

Bargaining Unit: Police Officers' Association
Approved by City Council: December 7, 2009
Resolution No.: 2009-123

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in this class. Specifications are **not** intended to reflect all duties performed within the job.*

DEFINITION

Under the direction of the Police Management, this non-sworn, non-peace officer, uniformed supervisor position plans, assigns, and supervises the work of an assigned shift of employees engaged in the receiving of requests for emergency service and dispatching of employees and vehicles; may be assigned to work night shifts, weekends, holidays or other unusual hours; and does related work as required.

EXAMPLE OF DUTIES

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

- Instructs employees in the proper performance of their duties, ensuring established policies, procedures, practices, techniques and instructions are carried out in the prescribed uniform and standardized manner;
- Closely supervises the activities of subordinates, checking the accuracy of the work, making corrections when necessary;
- Reviews work of subordinates, evaluating performance, handling performance improvement and writing job performance evaluations;
- Plans, organizes, and directs the work of subordinates, seeing that assignments are completed in a timely manner;
- Monitors requests for service and dispatch operations in response to such requests;
- Provides direction and technical assistance to dispatchers in emergency, unusual or difficult situations, including handling difficult callers and requests to speak with the Supervisor;
- Conducts inspection of employees to ensure that appearance and uniform regulations are enforced and that employees remain mentally and physically alert during shift;
- Operates a police radio, receives messages from and dispatches calls to field units;
- Monitors performance, radio channels, scanners, emergency broadcast system radio, telephonic requests for service, computer screens, conversations and equipment;
- Responsible for coordinating and managing shift activities, ensuring work time is used properly and productively with emphases placed on the equitable assignment and accomplishment of the workload;
- Responsible at shift change for briefing counterpart of any significant or relevant information, events, or actions requiring follow up;
- Checks schedules and ensures adequate staffing of positions, making necessary or requested adjustment in shift scheduling within established practices;
- Investigates and reports on complaints relating to communications center;
- Completes shift reports and verifies required documentation is completed;
- Oversees weekly equipment test of communications system, ensuring it is functioning, operating and cared for and protected properly;

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- Initially evaluates and handles equipment and hardware malfunctions, taking responsibility for repairs as necessary and completing required paperwork & notifications;
- Monitors facility security and various alarm systems;
- Keeps Management appraised of any unusual, actual or perceived current or anticipated employee and/or operational problems or issues;
- Functions as communication center liaison, answering questions regarding calls and activity, handling police operational, procedural and equipment issues;
- Identifies problems, develops solutions and recommends changes to improve the operation;
- Provides information and assistance to the public and other agencies;
- Receives and reviews complaints of procedural and policy violations, documenting findings, taking appropriate disciplinary action if necessary;
- Appears in court when required;
- Ensures new information and changes in operations are passed onto subordinates and that an appropriate degree of understanding is achieved and new procedures are followed;
- Ensures subordinates are completely familiar with and able to apply rules, regulations, policies, practices and procedures of the departments and center;
- Ensures subordinates possess a thorough knowledge of radio, telephone, computer and other hardware, software and communication equipment;
- Ensures adequate resource materials are available and subordinates are able to locate and adequately utilize same, including reading street maps and maintaining a workable knowledge of streets, geography and landmarks of system and surrounding jurisdictions;
- Assesses training needs based on job performance and proficiency, conducting training drills and reviews for the ongoing development of employees;
- Trains new employees, administering training program, quizzes, check lists and completes performance evaluations;
- Assumes responsibility for ensuring the duties of the position, that they are performed in a safe, and efficient manner;
- Performs other related duties as assigned or as the situation requires;

MINIMUM QUALIFICATIONS

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of:

- Policies, procedures, rules, regulations, techniques and general practices required to properly supervise the communication center activities;
- Correct grammar usage, punctuation, spelling and vocabulary;
- Capabilities of CAD system, basic computer functions and appropriate trouble shooting techniques;

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- Two-way radio operations, including the capabilities and limitations of the back-up system and appropriate trouble shooting techniques;

Skills:

- Possess skills to word process general correspondence, spread sheets, and reports using a special communication computer equipment and software application;
- Touch type at least 30 words per minute while conversing on telephone and/or radio;

Ability to:

- Work closely with other jurisdictions and agencies;
- Establish smooth working relationships and foster a teamwork environment;
- Schedule, assign and supervise subordinates;
- Closely supervise, review and evaluate subordinates performance;
- Recognize problems and take immediate and appropriate corrective action;
- Ensure all tasks and requirements are accomplished in a timely manner;
- Understand and operate various types of equipment;
- Be accurate, objective and detail oriented;
- Consistently exercise good judgment and reasoning, making sound decision using all available information, especially under stressful conditions;
- Coordinate multiple events and emergency responses;
- Review and evaluate employees' job performance;
- Perform research and investigation, preparing clear, concise and understandable documentation and reports;
- Deal calmly and effectively with the public under stressful situations;
- To attend training classes in communications operations;
- Handle confidential information with discretion;
- Understand and interpret provisions the municipal code, MOU's Administrative Policies and Departmental Rules and other City Policies related to job duties;
- Effectively supervise subordinates;
- Provide leadership, coach, instruct and motivate employees;
- Effectively train employees in the performance of tasks required for their jobs;
- Willingness to initiate, recommend and carry out personnel actions as required;
- Organize, assign, schedule and delegate workload among employees;
- Initiate and accomplish work in a timely manner;
- Speak before groups of people;
- Effectively manage workplace diversity issues in a diverse organization;
- Work rotating shifts, including day shift, weekends and holidays;
- Work necessary hours and times to accomplish goals, objectives and requires tasks;

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- Work overtime as requested or in emergencies;
- Communicate effectively both orally and in writing;
- Deal with all levels of employees and the public;
- Assume responsibility for providing effective customer service;
- Effectively handle stressful situations;
- Assume responsibility for maintaining a safe working environment;
- Develop necessary skills from on the job training and meet standards of performance for the classification by the end of the probationary period;

Education and Experience Guidelines – *Any combination of equivalent education, training and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

Education/Training:

- Graduation from high school or attainment of GED (General Education Degree) or CHSPE (California High School Proficiency Examination);
- Thirty (30) accredited college/university semester units from an accredited college or university.

Experience:

- Three (3) years of experience in the operation of telecommunications equipment.
- P.O.S.T. Communications Supervisor certificate required by date of appointment to Communications Operator Supervisor.

License:

- A valid California Class C Driver's License and a satisfactory driving record.

Special Requirements:

- Must be able to work a rotation shift, nights, weekends and holidays;
- Must pass a Police Department background check;
- At the Police Chief's discretion may be required to wear uniforms; may wear headsets and works in a closely situated work area;

Physical Requirements:

- Must meet approved physical and pre-placement medical standards for the position.

Bilingual Pay:

- Employees who qualify and are certified to speak Spanish may be eligible to receive bilingual pay;