

911 PUBLIC SAFETY CENTER SUPERVISOR 1

Job Code	Pay Grade
10840	CL14

Nature of Work

This is telecommunications work overseeing and participation in the accurate and rapid dispatch of radio communication Fire/Emergency Management Systems (EMS) equipment, receiving and transmitting routine and emergency 911 calls and participating in training subordinate operators within the Public Safety Communications Center. Employees in this class are responsible for operating and supervising the operation of several types of communications equipment used in an emergency communications center. Incumbent provides leadership in utilizing standard procedures, rules, and regulations for receiving and processing phone calls and dispatch requests and performs other supervisory administrative duties. The position reports to a manager, supervisor or designee.

Minimum Qualification Requirements

- 2 years of emergency, tactical, or customer/public complaint experience utilizing radio and/or telephone communications including lead worker, supervisor training or experience; or
- An equivalent combination of education, training, and/or experience.
- Must be at least 18 years of age and successfully obtain and maintain required certifications including, but not limited to; Florida Department of Law Enforcement (FDLE) Criminal Justice Information Services (CJIS) Level 3 - CJIS Security & Awareness Certification; State of Florida 911 Public Safety Telecommunicator Certification; Emergency Medical Dispatch Certification from the National Academy of Emergency Dispatch, and Cardiopulmonary Resuscitation (CPR) Certification within 6 months of appointment.

Appointing Authority May Also Require

- Florida Driver's License or Florida Commercial Driver's License and endorsement, if any.
- Assignment to work a variety of work schedules including compulsory work periods in special, emergency, and/or disaster situations.
- Rotating shift, weekend, holiday, and overtime schedules.
- Employee's name must not appear on the Health & Human Services exclusion list.
- Other highly desirable knowledge, skills, abilities, and credentials relevant to a position.

Illustrative Tasks (These are examples and are not all inclusive.)

- Oversees the immediate floor activity of the Emergency Communications Center.
- Ensures associates implement on-the-job best public safety practices in responding to and handling emergency calls applying the National Academy of Emergency Medical Dispatch Priority System guidelines.
- Acts as supervisor in the absence of the shift supervisor.
- Receives telephone calls from citizens or officers requesting assistance or information, screens calls, and initiates appropriate actions.
- Operates communications and associated peripheral communications equipment to dispatch assistance units.
- Coordinates with other agencies in relaying or securing information and maintains constant contact with established operating frequencies.
- Maintains required files, records, and accurate communications logs of pertinent transmissions of incoming and outgoing calls.
- Performs desk functions, takes complaints, and maintains recording systems.
- Prepares and delivers formal start-up and end-of-the-day shift operations briefings to operators.
- Conducts limited instruction and training of new communications operators.
- Performs related work as assigned or required.

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Knowledge, Skills, and Abilities

- Knowledge of automated office equipment, practices, and procedures.
- Knowledge of basic radio receiving and transmitting operations, equipment and proper radio-telephone procedures.
- Knowledge of FCC Rules and Regulations and county policies, rules and regulations governing radio transmissions.
- Knowledge of Health Insurance Portability and Accountability Act (HIPPA) and the rules and regulations pertinent to area of assignment.
- Knowledge of legal terminology, grammar, spelling, and math.
- Knowledge of recordkeeping practices and procedures.
- Knowledge of the geography of the county, adjoining corporate areas and roadway networks, locations of important attractions, buildings, industries and subdivisions.
- Skilled in the application of quality customer service.
- Skilled in the operation of automated office equipment.
- Ability to effectively instruct subordinate communications operators as well as to maintain clear, accurate, and detailed accounts of operations.
- Ability to react calmly and promptly handle emergency situations and excited persons in a calm and guiding manner to secure essential information pertaining to emergency situations.
- Ability to speak in a clear well-modulated voice and deal with the public in a firm, courteous, tactful and impartial manner.

For official use only

Revised	EEOC Code	Overtime Code
9/14	Technicians	Classified