

911 PUBLIC SAFETY CENTER SUPERVISOR 2

Job Code	Pay Grade
10850	CL16

Nature of Work

This is responsible administrative and supervisory work on an assigned shift related to the operation of the Public Safety Communications Center. Employees in this class are responsible for the supervision of personnel engaged in answering and responding to phone and radio dispatch of Fire and Emergency Medical Services (EMS) response operations. Employees make independent decisions on work problems and interpretation of rules and regulations. The incumbent refers the more difficult decisions to the superior for interpretation and resolution. The position reports to a manager, supervisor or designee.

Minimum Qualification Requirements

- 3 years of communications dispatch experience which has included 1 year of lead worker or supervisory training and responsibility; 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.)

- Supervises, assigns and reviews work of personnel performing a variety of duties in connection with the operation of a 911 primary answering point and direct radio dispatch of Fire and EMS Response Units.
- Ensures subordinates 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.
- Establishes shift assignments for specified periods, writes daily work schedules, assigns break times, and approves vacation requests.
- Corrects equipment malfunctions or reports the malfunction to the proper maintenance personnel.
- Compiles daily statistics of number of calls received, calls dispatched and number of reports taken by dispatchers, answers phone calls from the public and gives information or takes complaints to be dispatched.
- Monitors phone calls of operators to assist in improving their performance and to identify needed training, assists in developing and updating training manual, assists in training new staff, assists operators with difficult emergency calls to elicit as much information as possible.
- May function primarily as training supervisor involving participation in the employee selection process and development, maintenance and execution of the division's training program.
- May act as liaison between field users and the Emergency Communications Center.
- Conducts pre-scheduled tours of the Communications Center for the public.
- 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 FCC Rules and Regulations regarding the use of radio systems.
- 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 operation of radio receiving and transmitting equipment and other communications equipment, including computer terminals and Computer Aided Dispatch Systems and procedures.
- Skill in eliciting critical information from citizens in a stressful or life-threatening situation.
- Skilled in the application of quality customer service.
- Skilled in the operation of automated office equipment.
- Ability to effectively supervise and motivate subordinates and communicate with the public.
- Ability to maintain clear, concise and accurate logs and records.
- Ability to think clearly and react effectively in an emergency situation.

For official use only

Revised	EEOC Code	Overtime Code
9/14	Technicians	Classified/Excluded