

RED RIVER REGIONAL DISPATCH CENTER

POSITION DESCRIPTION

POSITION TITLE: Communications Shift Supervisor

ACCOUNTABLE TO: Assistant Director

Primary Objective of Position

Under general supervision, performs the duties of communications operator and monitors subordinates in the performance of routine and complex public safety communication tasks for the Red River Regional Communications Center, (RRRDC) which provides a public safety communication network to law enforcement, fire and emergency responders within Moorhead/Clay County, MN and Fargo/West Fargo/Cass County, ND.

Essential Functions and Responsibilities

The Communications Shift Supervisor must assume all duties and responsibilities of the Communications Operator position. The supervisor will oversee shift dispatch operations and administrative/communications support assignments, and delegate certain projects when appropriate. Provides guidance and assistance when needed.

Exercise supervisory authority over the Communications Operators; monitoring work assignments utilizing RRRDC's standard operating guidelines and procedures to ensure the safety of citizens and public safety responders.

Interacts with administrators and managers of the RRRDC and public safety agencies served to establish priorities in the day-to-day operation of the Center.

Monitor, direct and participate in emergency and non-emergency dispatching utilizing call prioritization, caller/incident location identification, and intra-departmental response following Center policies and procedures to minimize potential dangers to the community and public safety responders.

Monitor the progress of subordinate work assignments utilizing written policy in directives, general orders, Federal Communications Commission regulations, and RRRDC's rules, regulations and procedures to ensure the safety of citizens and public safety responders. Determine the need for supervisory assistance; monitor compliance with federal regulations; monitor subordinate response times, disposition, and handling of calls; and ensure appropriate units are dispatched.

Counsel and obtain feedback from subordinates regarding actions, job performance, interpersonal conflicts, grievances, and career direction in order to evaluate and ensure technical and professional competence; motivate subordinates, and recognize appropriate behavior or outstanding performance.

Completes periodic and special performance appraisals of shift personnel; Evaluates performance by direct observation, review audio/electronic transmissions, computer records and other materials. Appraisal process includes written evaluations and individual performance interviews.

Critiques operations during major incidents such as 2nd or 3rd alarm fires, severe weather, robberies and hostage situations; Counsels shift personnel and provides written reports and recommendations to Assistant Director on personnel matters, training needs, equipment problems, policy changes, etc.

Monitor physical resources through inspection, test, and repair to ensure subordinates are properly equipped; equipment failure is identified and reported to the Director or Assistant Director.

Conduct, attend, and evaluate formal and informal training sessions utilizing handouts, overheads, video, radio and other electronic transmissions in order to effectively communicate training information to participants.

Respond to requests for release of information involving inquires from the news media, city attorneys, prosecuting attorneys, and public service agencies served for electronic transmissoin, computer printouts, or testify in Court to provide information.

Compile and maintain files as well as logs of radio communications, equipment repairs, and teletype use for expense accounting and record keeping.

Attends regular and special meeting of employees and/or supervisors as scheduled by the Director or Assistant Director.

Other Responsibilities

- ❖ Performs other duties and assumes additional responsibilities as assigned by the Director or Assist Director. RRRDC reserves the right to update or change the job duties and responsibilities as the need arises.
- ❖ May be assigned to specific duties, including but not limited to, Terminal Security Officer.

Desired Minimum Qualifications

- ❖ High school diploma or its equivalent (GED) and three or more years of previous emergency dispatching experience with the RRRDC or an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job.

Knowledge, Skills and Abilities

- ❖ The Communications Shift Supervisor must consistently meet and perform all requirements, attributes, skills, duties and responsibilities of the Communications Operator.

- ❖ Ability to train and supervise employees; ability to perform work requiring sound judgment in decision-making.
- ❖ Provide leadership by intervening during conflicts involving subordinates (conflict management); provide a work atmosphere conducive to the goals/mission of RRRDC.
- ❖ Thorough knowledge of the RRRDC's policies and procedures to ensure compliance.

Special Requirements

- ❖ Must be CPR, EMD and NCIC certified. Certification must be attained within a reasonable amount of time upon appointment to the position.
- ❖ Must pass a hearing test.
- ❖ Must pass a criminal background investigation, free of felony conviction.
- ❖ Must pass pre-employment screening tests.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit, talk, and hear; use hands and fingers to handle, feel or operate objects, tools, or controls; and reach with hands and arms.

The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

The employee must be able to think, reason, and analyze multiple issues for extended periods of time. The employee must be able to function in stressful situations.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Noise in the work environment is at a moderate level and originates from several sources at once creating constant activity.

The job description does not constitute an employment agreement between the employer and the employee and is subject to change by the employer as the needs of the employer and requirements of the job change.