

# **CITY OF REDWOOD CITY COMMUNICATIONS SUPERVISOR**

## **DEFINITION**

To plan, organize, direct and administer the operations and activities of the Communications Center within the Police Department. To supervise and coordinate the work of subordinate staff engaged in dispatching public safety equipment and assistance. To provide administrative and technical staff support to Department.

## **DISTINGUISHING CHARACTERISTICS**

This is a professional level position with full responsibility for overseeing the Communications Center 911 operations function in accordance with pertinent laws, regulations and administrative procedures. Considerable use of independent judgment is required. Strong written, verbal and interpersonal skills are essential for incumbent assigned to this classification.

## **SUPERVISION RECEIVED AND EXERCISED**

General supervision is provided by the administrative Police Captain.

Responsibilities include direct supervision of dispatchers.

## **EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES**

Oversee the activities of the operational administration of the City's Dispatch Center which includes developing goals and objectives, coordinating staff activities and providing appropriate training.

Formulate policies; review and implement operations procedures.

Schedule, supervise, train, motivate and evaluate the work of subordinate personnel, implementing appropriate disciplinary procedures when appropriate.

Prepare work schedules and assigns personnel as workloads dictate and schedules overtime as necessary.

Resolve operational conflicts at the field level.

Maintain records and files in the Dispatch Center.

Research incidents and prepares reports.

Prepare reports and records of shift activities.

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COMMUNICATIONS SUPERVISOR (Continued)***

Responsible for maintenance of Communications Center equipment (such as telephone and radio) and calls back communications and other maintenance personnel for emergency repair of facilities and equipment.

Trains and instructs dispatchers in operational procedures and functional dispatching areas; prepares reports and records of training activities.

Prepare and administer the Communications Center operations budget.

Provide responsible administrative and technical assistance to the administrative Police Captain; such as daily press releases and coordination public interest stories.

Serve as a member of various City and/or County committees.

Interpret rules, regulations, laws and policies relating to Communications Center Operations.

Perform other duties as assigned.

**JOB RELATED AND ESSENTIAL QUALIFICATIONS**

**Knowledge of:**

Methods and procedures utilized in the City's computer-aided dispatch telecommunications system.

Department regulations pertaining to the dispatch of police resources within the City of Redwood City and the other user agencies.

Applicable rules and regulations of the Federal Communications Commission.  
Principles and practices of office management, supervision, training, evaluation, budget preparation and administration.

Policies, procedures, and methods used in the operation of the City's Dispatch Center, its equipment and resources.

Computer-aided dispatch telecommunications system, video display terminals, radio dispatching consoles, and associated equipment.

Principles and practices of supervision and training.

**Skill in:**

Planning, coordinating and directing work and activities of subordinate personnel.

Training and evaluating subordinate staff.

Working in a multi-task environment and coordinating several assignments simultaneously.

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Prioritizing assignments and workload appropriately and responding to deadlines effectively.

Preparing reports and analyses and keeping records.

Effective written and oral communication.

Gathering, compiling and analyzing data.

Following general instructions and procedures and developing comprehensive plans from general instructions.

Working both independently and as a part of an operations team.

Interpreting and implementing Federal, State and local regulations and procedures.

Ensuring the City's philosophy of successful customer service is understood by all subordinate employees and carried out in all forms of communication.

**EXPERIENCE AND EDUCATION:**

*Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

**Experience:**

Two years of progressively responsible experience performing a variety of administrative and/or supervisory tasks in a computerized office, communications center or a law enforcement environment in a non-sworn position. Two years of current experience at the supervisory or lead level in an environment handling both fire and police communications emergency response. Experience as a dispatcher in a municipal organization is highly desirable.

**Education:**

Bachelor's Degree in Public Administration or a related field. Up to two years of appropriate experience may be substituted on a year-to-year basis for the educational requirement.

**LICENSE AND CERTIFICATE**

Possession of or ability to obtain an appropriate, valid driver's license.

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**SPECIAL REQUIREMENTS**

Successful completion of an extensive background investigation is required prior to appointment.

*Essential duties require the following physical abilities and work environment:*

Ability to work in a standard office environment with some ability to sit for long periods of time; some availability for shift work.