



NEWPORT NEWS, VA
CITY OF OPPORTUNITY

JOB DESCRIPTION
**PUBLIC SAFETY COMMUNICATIONS
SUPERVISOR**
POLICE DEPARTMENT

Human Resources Department
700 Town Center Drive, Suite 200
Newport News, VA 23606
Phone: (757) 926-1800
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GENERAL STATEMENT OF RESPONSIBILITIES

Under general supervision, this position is responsible for the day-to-day operations of the 911 Communications Division. Provides dispatch and other communication support services for situations involving police, fire, emergency medical and other city public safety responders. Reports to the Communications Manager, 911.

ESSENTIAL JOB FUNCTIONS

Oversees the day-to-day operations, activities, and personnel on an assigned shift to ensure compliance of established guidelines, procedures, and policies; ensures appropriate staffing levels are maintained; creates seating assignment rosters; prepares and conducts line-up briefings to maintain awareness of relevant events.

Responsible for the effective supervision and administration to include staff development and training, performance management, employee relations, prioritizing and assigning work and related activities and approving and monitoring leave requests. Advises staff on difficult issues and makes decisions on exceptional situations to manage and implement appropriate services and assistance.

Ensures the operational readiness of equipment related to the 911 emergency telephone system, user and affiliated agency radio systems, and the department's computer aided dispatch system (CAD). Makes minor repairs to communication systems, analyzes problems and makes referrals to appropriate sources of service; and prepares information subpoenaed for court.

Assists dispatchers with difficult and complex calls and dispatches; serves as the technical expert over complaint-taking and dispatching operations; conducts quality assurance reviews of calls and dispatches; and operates a telephone and radio console to respond to a variety of emergency and non-emergency services and complaints when needed.

Queries, enters, modifies, and clears information in local, state, and national computerized databases such as the Virginia Crime Information Network (VCIN), National Crime Information Center (NCIC) and the Department of Motor Vehicles (DMV) pertaining to arrest warrants, driver record/history, stolen property, other similar data and transmits relevant information to field units.

Assists with the division's administrative responsibilities to include gathering data for statistical analysis; creating and reviewing policies and procedures; and assists with the completion of strategic management plan goals and compliance with the Commission on Accreditation for Law Enforcement Agencies (CALEA) accreditation standards and processes for communications.

Performs other duties as assigned.

PERFORMANCE STANDARD

Employees at all levels are expected to effectively work together to meet the needs of the community and the organization through work behaviors demonstrating the City's Values. Employees are also expected to lead by example and demonstrate the highest level of ethics.

REQUIRED KNOWLEDGE

- Emergency Communications Administration and Management - Knowledge of a 24-hour emergency communication center including familiarity with public safety functions and concerns and of the public safety communication's environment, demands, requirements and related laws, regulations and systems.
- Supervision - Knowledge of leadership techniques, principles and procedures to assign work, schedule, supervise, train, and evaluate the work of assigned staff.
- Customer Service - Knowledge of principles and processes for providing customer services. This includes meeting established quality standards.
- Geography – Knowledge of jurisdictional boundaries, thoroughfares, landmarks, public buildings, waterways; and the resources available to determine the location of incidents in the City of Newport News and surrounding jurisdictions.

REQUIRED SKILLS

- Judgment and Decision Making - Uses logic and reasoning to analyze, understand, and evaluate complex situations. Identifies the strengths and weaknesses of alternative approaches or solutions, to a situation. Exercises appropriate judgment in establishing priorities. Considers the relative costs and benefits of potential actions.
- Interpersonal Relationships - Develops and maintains cooperative and professional relationships with employees at all levels, representatives from various departments, and outside agencies. Effectively responds to and resolves complex inquiries and disputes.
- Computer Skills - Utilizes a personal computer with word processing, spreadsheet and related software with reasonable speed and accuracy.

REQUIRED ABILITIES

- Communication - Excellent ability to communicate complex ideas and proposals effectively so others will understand to include preparation of reports, agendas, and policies. Excellent ability to listen and understand information and ideas presented verbally and in writing. Ability to handle a variety of human resources issues with tact and diplomacy and in a confidential manner.
- Coordination of Work - Ability to establish and implement effective administrative programs and procedures. Ability to plan and organize daily work routine and establish priorities for the completion of work in accordance with sound time-management methodology. Performs a broad range of supervisory responsibilities over others.

EDUCATION AND EXPERIENCE

Requires a high school diploma and 2-4 years of experience at the level of Public Safety Communications Specialist with the City of Newport News Emergency Communications Center, with 1-2 years of supervisory experience, or any equivalent combination of education and experience.

ADDITIONAL REQUIREMENTS

Requires a comprehensive background investigation to include a local, state and federal criminal history check; sex offender registry and credit check.

Requires satisfactory results from a medical, psychological evaluation and pre-employment substance abuse testing and is subject to random alcohol and controlled substance testing.

Required to obtain and maintain CPR, Emergency Medical Dispatch certification, and a Level A VCIN/NCIC Operator certification as a condition of employment.

PHYSICAL REQUIREMENTS

- Requires the ability to exert light physical effort in sedentary to light work.
- Some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds).
- Tasks may involve extended periods of time at keyboard or work station.

SENSORY REQUIREMENTS

- Some tasks require the ability to perceive and discriminate sounds and visual cues or signals.
- Some tasks require the ability to communicate orally.

ENVIRONMENTAL EXPOSURES

Essential functions are regularly performed without exposure to adverse environmental conditions.