

51060 – COMMUNICATIONS CENTER SUPERVISOR
CITY OF PARMA
017 – COMMUNICATIONS CENTER

JOB SUMMARY

The **Communications Center Supervisor** is responsible for directing, managing, supervising and coordinating the personnel activities and operations of the Parma Communications Center. The supervisor is responsible for managing the regional communication services for Police, Fire and EMS agencies operated by the City of Parma and all municipalities under contractual agreement with Parma. The **Communications Center Supervisor** will manage a moderately sized support and dispatch staff. The manager consults with the Chief of Police, Chief of Fire, various levels of management within the Police and Fire Departments, various levels of management within City Hall, the Executive Advisory Board and Operational Advisory Board of the Parma Communications Center. The **Communications Center Supervisor** reports directly to the Safety Director. This position is “Unclassified” (not classified) within the civil service of the City of Parma.

WORK ACTIVITIES

Key Areas of Responsibility:

- Manages the ongoing development of the Parma Communications Center*
- Participates in the interview and hiring process of new Communications Center employees*
- Supervises, reviews, evaluates, and disciplines all Communications Center personnel*
- Schedules dispatchers for all shifts and makes schedule adjustments; evaluates staffing levels and makes recommendations accordingly*
- Releases public records, including 9-1-1 calls, according to the City’s records policy and procedure*
- Receives, investigates, and resolves service or personnel complaints relating to public safety dispatching and/or Communications Center operations*
- Familiarity with City policies, orders, rules, regulations, and labor agreements and their application to the Communications Center operation*
- Makes independent decisions and authorizes actions in accordance with procedures regarding dispatching facilities*
- Conveys emergency information, procedures, and policies to subordinates and the public*
- Refers policy issues and problems with major legal or other implications to the appropriate authority*
- Conducts training classes in the use/security of the REDSS/LEADS and NCIC systems and Communications Center training as needed*
- Motivates employees, coaches staff, creates and maintains a positive working environment, including recognizing exemplary performance and conducting positive counseling*

- Supervises the training, evaluation, and documentation of newly hired probationary dispatchers*
- Participates in the development and implementation of procedures, processes and standards for dispatching functions; prepares various records, reports, and correspondence; requests, purchases, and ensures availability of necessary materials, equipment and supplies*
- Calls off-duty personnel needed for emergency services*
- Operates a variety of standard office equipment and specialized dispatch center equipment and computers*
- Identifies any computer, printer, and other Communications Center equipment breakdowns or malfunctions and works with IT staff to correct*
- Analyzes and recommends solutions to operational dispatch issues*
- Tracks false alarms and prepares correspondence advising violators of fines incurred; tracks and ensures payment of fines*
- Maintains a 24-hour on-call status*
- Represents the City on the Cuyahoga County 9-1-1 Advisory Board and the REDSS Advisory Board*
- Attends the Communications Center Operational Advisory Board and Radio Communications Working Group meetings*
- Identifies and serves as the liaison to all telecommunications carriers and information technology providers, including wire line, wireless, and VoIP (new carriers, name changes, consolidations, etc.) that provide end-user telephone service or other communication facilities in the City*
- Coordinates with all maintenance firms and vendors for the maintenance of equipment and facilities; makes recommendations for upgrades and replacements; assesses and resolves facility related issues*
- Prepares yearly budget of costs for personnel, operations, and maintenance*
- Prepares long range plans and projections for personnel, changing technology, replacement of equipment or new equipment*
- Manages operational plans for Disaster Recovery*
- Ensures an accurate database is maintained of street names and response locations within the jurisdictions served by the Communications Center*
- Ensures accurate processing of critical records including but not limited to LEADS validations, court orders, warrants, stolen vehicles, and articles*
- Plans and coordinates with stakeholders to develop and modify procedures as new technologies and situations impact the operation of the Communications Center*
- Manages the Ready Notify emergency contact system database*
- May be called upon to perform the duties of Safety Forces Dispatcher*

*Denotes Essential Job Functions

Knowledge and Abilities:

- Principles and practices of employee supervision including selection, training, work evaluation, and discipline;
- Procedures, processes, and terminology used in 911 police, fire and related emergency radio and telephone communications;

- Operation of communication equipment including telephone, radio, paging, computer and related systems;
- Use and capabilities of computerized dispatching systems, record and information systems;
- Financial record keeping; basic accounting practices required to facilitate billing for false alarm fines and to track payments;
- Basic understanding of 800 MHz trunked and digital radio communications.
- Possess supervisory, project management, and budget experience;
- Principles and practices of public administration, governmental finance, budgeting, and accounting; procurement methods;
- Applicable Federal, State, and Local ordinances, rules, and regulations regarding dispatch operations, public records and computer applications;
- Able to communicate effectively both verbally and in writing with the public and City staff at all levels and with staff from other governmental agencies;
- Able to work collaboratively on joint projects with internal and external stakeholders and must be able to effectively lead teams.

JOB CONTEXT

The **Communications Center Supervisor** works a 40 hour week generally from 8:00a.m. until 5:00p.m. which includes one unpaid hour for lunch. Scheduled hours may include weekends and various shifts. This position is full-time and operates 12 months a year. The **Communications Center Supervisor** performs his/her duties within a temperature-controlled environment with little or no supervision. The incumbent will operate office equipment which requires continuous and repetitive arm, hand, and eye movement. The position has a moderate stress level.

JOB QUALIFICATIONS

Minimum Requirements:

- Must be a high school graduate. Some college with an emphasis on Law Enforcement, Police Science, Criminal Justice Administration, Fire Administration, Emergency Services Management or a closely related field and/or Business Administration preferred.
- Must have five (5) years of experience in 9-1-1 public safety communication dispatching for an agency or agencies that directly dispatch police, fire or EMS first responders via radio, (combined police, fire and EMS preferred), AND at least two (2) years managerial/ supervisory experience.
- Must have experience in budgeting.
- Must have computer software expertise with an emphasis on proficiency with Word, Excel, Access and other Microsoft products.
- Must have a basic understanding of computer operating systems and WAN/LAN Systems.
- Must have the ability to work extended or irregular hours, or various shifts. Must have a Valid Ohio Driver's License.

- Must have or be capable of obtaining LEADS/NCIC certifications within thirty (30) days of hire.

Applicants who meet the above requirements and who have their management experience in a technology based public safety communications center are preferred.

The salary range for this position is \$40,000.00 to \$73,910.66 based on experience. The City of Parma is an equal opportunity employer. The new hire probationary period is one year.

Applications may be obtained from the City of Parma Human Resources & Purchasing Department at Parma City Hall, 6611 Ridge Road, Parma, Ohio. An application can also be found on the city's website under the Human Resources tab: <http://cityofparma-oh.gov/en-US/Human-Resources-Purchasing.aspx>. **A resume is required.**

Applications and resumes shall be submitted after completion to the City of Parma Human Resources & Purchasing Department. Applications received after 4:00p.m. on Thursday, August 6, 2015 may not be considered for this vacancy but will be retained for future consideration for a period of two years.

017-51060/Rev.072415