

Public Safety Telecommunicator Supervisor

GENERAL DESCRIPTION OF WORK

The Public Safety Telecommunicator Supervisor manages the activities of the Emergency Communications Center, including the supervision of Public Safety Telecommunicators. Supervision of the work in the ECC involves receiving emergent, non-emergent, and administrative calls, monitoring alarms, obtaining and relaying information, prioritizing calls/alarms and coordinating response procedures, dispatching appropriate public safety personnel, maintaining public safety communications logs and database, initiating emergency notification processes and systems, and the use of law enforcement and organizational systems and databases to aid public safety response efforts. This position participates in the planning and evaluation of the Center's operations, coordinates activities with other departments, divisions, and external agencies; assists in the development of policies and procedures affecting operations of the Emergency Communications Center, and provides for direct supervision, including performance reviews and general disciplinary actions of assigned Public Safety Telecommunicator Operators. As a working supervisor, this employee will also be responsible for performing all of the duties of a Public Safety Telecommunicator on an as needed basis.

Positions provide supervision and oversight to the Emergency Communications Center (ECC). This is advanced work of considerable difficulty in supervising and directing Telecommunicators in day-to-day operations of the Emergency Communications Center. The Emergency Communications Center (ECC) is a complex fast-paced environment that requires exceptional multi-tasking skills.

CONTRIBUTING

Functional Competency	Examples of Work	Competencies
TECHNICAL KNOWLEDGE	<ul style="list-style-type: none"> • Operates all equipment efficiently and responds appropriately. • Disseminates information quickly and monitors multiple systems simultaneously. • Recognizes system malfunctions and assists management in the correction of problems. 	<ul style="list-style-type: none"> • Skilled in using a variety of communication and security equipment, to include radios, switchboards/phones, fire alarms, cameras, security/ surveillance systems, and computers. • Requires considerable understanding of the concepts, practices, and theories of systems in the emergency communications center.
PROBLEM SOLVING/DECISION MAKING/ CRISIS MANAGEMENT	<ul style="list-style-type: none"> • Analyzes problems as they arise and adopts effective courses of action. • Serves as a resource to others to assess situations, identify problems and determine appropriate coordination. • Discerns potential impacts that threaten the organization and takes the appropriate steps to minimize risk. 	<ul style="list-style-type: none"> • Ability to discern and interpret incoming situations and make decisions on the information.
COMMUNICATION ORAL/WRITTEN	<ul style="list-style-type: none"> • Receives and interprets in-coming citizen complaints, inquiries, and reports of emergency and non-emergency situations; logs; coordinates, disseminates, and maintains records of messages; may initiate reports of incidents, originates and disseminates information regarding crisis situations to the community including mass e-mail, text messaging, posting information on web pages. 	<ul style="list-style-type: none"> • Ability to communicate effectively when responding to calls or presenting information to the public, campus community or other public safety agencies.

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SUPERVISON	<ul style="list-style-type: none"> Communicates expectations and provides clear direction to meet goals and objectives for subordinate telecommunicators Maintains work schedules to ensure coverage, reliability and management of the control center. 	<ul style="list-style-type: none"> Ability to delegate and assign tasks, establish schedules and assist staff as needed. Ability to manage and monitor effective communication and professionalism in all situations.
DATA/INFORMATION/RECORDS ADMINISTRATION	<ul style="list-style-type: none"> Ensures dissemination of information and integrity of the data in the records management system. Works with the Director to review all records and reports filed in these systems to ensure accuracy and completeness of the information. 	<ul style="list-style-type: none"> Considerable Knowledge of established formats for logs and data systems. Ability to explain and interpret data and systems to train telecommunicators.
JOURNEY		
Functional Competency	Examples of Work	Competencies
TECHNICAL KNOWLEDGE	<ul style="list-style-type: none"> Ensures the operational readiness of telecommunication equipment and has the ability to troubleshoot and make adjustments when needed. Keeps management abreast of any malfunctioning equipment or makes recommendations to maintain effective operation of the unit. 	<ul style="list-style-type: none"> Ability to respond in all situations. Thorough understanding of emergency response policies and procedures used to support the campus community and the public.
PROBLEM SOLVING/DECISION MAKING/ CRISIS MANAGEMENT	<ul style="list-style-type: none"> Alerts management and recommends responses to situations based on interpretation of local, state and federal program regulations and standards. 	<ul style="list-style-type: none"> Ability to analyze moderately complex situations and recommend appropriate solutions and options. Ability to analyze unique situations and formulate a response based on policies and procedures to minimize risk.
COMMUNICATION ORAL/WRITTEN	<ul style="list-style-type: none"> Ensures program policies, procedures, rules and regulations are interpreted correctly by others and communicated appropriately. Must review and approve written reports of moderate complexity to ensure accuracy and professionalism. 	<ul style="list-style-type: none"> Ability to clearly and concisely communicate information internally and externally. Ability to interpret policies, procedures, rules and regulations internal to the organization verbally and in writing.
SUPERVISON	<ul style="list-style-type: none"> Engages employees through effective communication. Observes and assesses work and provides feedback as appropriate. Manages resources effectively to provide for employee training and growth. 	<ul style="list-style-type: none"> Ability to coach and facilitate the enhancement of employee competencies as appropriate to the needs of the department. Ability to identify and address quality monitoring and performance improvement issues for the unit.
DATA/INFORMATION/RECORDS ADMINISTRATION	<ul style="list-style-type: none"> Ensures dissemination of information and integrity of the data in the 	<ul style="list-style-type: none"> Considerable Knowledge of established formats for logs

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	<ul style="list-style-type: none"> records management system. Works with the Director to review all records and reports filed in these systems to ensure accuracy and completeness of the information. 	<ul style="list-style-type: none"> and data systems. Ability to explain and interpret data and systems to train telecommunicators.
ADVANCED		
Functional Competency	Examples of Work	Competencies
TECHNICAL KNOWLEDGE	<ul style="list-style-type: none"> Reviews policies, procedures and technology, ensuring the department remains on the current edge of industry trends and standards relating to public safety dispatching, security technology including alarm monitoring/ programming, CCTV (both analog and IP), emergency phones, and computerized applications. Schedules and prioritizes all system installations and service work. Interfaces with Facilities, University IT and outside contractors to coordinate system requirements, resources and system delivery dates. Displays organizational awareness and ensures compliance with federal, state and local public safety organizations. Analyzes problems and makes referrals to appropriate sources of service. 	<ul style="list-style-type: none"> Possesses significant expertise and understanding of all areas of the command center. Ability to respond in all situations. Thorough understanding of emergency response policies and procedures used to support the campus community and the public.
PROBLEM SOLVING/DECISION MAKING/ CRISIS MANAGEMENT	<ul style="list-style-type: none"> Focuses on critical items and prioritizes as necessary. Implements responses to situations based on interpretation of local, state and federal regulations and standards. Ensures implementation of policy and procedural changes. 	<ul style="list-style-type: none"> Ability to manage complex work and crisis situations and overcome challenges as they arise. Ability to anticipate and remain alert to potentially problematic situations and resolve unusual problems.
COMMUNICATION ORAL/WRITTEN	<ul style="list-style-type: none"> Dispatches and coordinates emergency personnel response based on incident. Ensures that program policies, procedures, rules and regulations are interpreted correctly both internal and external to the organization. Communicated routine and major and/or complex situations and actions both internal and external to the organization. Interprets program policies and procedures, rules and regulations, internal and external to the organization. 	<ul style="list-style-type: none"> Ability to assess emergency and determine resources required. Ability to serve as a technical resource in developing and initiating emergency notifications to the campus community. Ability to develop and maintain professional working relationships in complex and/or crisis situations in order to achieve successful resolution or outcome.
SUPERVISION	<ul style="list-style-type: none"> Seeks resources and opportunities for employee training and growth. Assists with recruitment, counseling and guidance, disciplinary action and performance management. 	<ul style="list-style-type: none"> Knowledge of appropriate policies and procedures for recruiting, selecting, developing, counseling, disciplining, and evaluating performance of employees.
DATA/INFORMATION/RECORDS	<ul style="list-style-type: none"> Oversees integrity and quality control of all data associated with public 	<ul style="list-style-type: none"> Considerable Knowledge of established formats for logs

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ADMINISTRATION	safety systems. <ul style="list-style-type: none">• Responsible for ensuring accurate and confidential record keeping to maintain compliance with the Clery Act, Uniform Crime Reports, The Higher Education Opportunity Act, Title IX, HIPPA and FERPA regulations.	and data systems. <ul style="list-style-type: none">• Ability to explain and interpret data and systems to train telecommunicators.
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MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

High School diploma and three years of experience in emergency communications including one year of administrative and/or lead supervisory experience. Additional Education and Experience will be necessary for progressive steps (Journey and Advanced). Requires certification as a Division of Criminal Information computer operator. May require Basic Telecommunicator Certification in accordance with the provisions of the North Carolina Criminal Justice Training and Standards Commission or the ability to achieve certification within one year of employment. All degrees must be received from appropriately accredited institutions.

SPECIAL NOTE

This is a generalized representation of positions in this class and is not intended to identify essential work functions per ADA. Examples of competencies are primarily those of the majority of positions in this class, but may not be applicable to all positions. Ability to create and maintain collegial working relationships with customers and co-workers, contribute to a positive and inclusive work environment, and serve as a productive team member is expected in all positions.