

COMMUNICATIONS SUPERVISOR JOB DESCRIPTION



SUMMARY

The Communications Supervisor supervises and coordinates activities of 911 Telecommunications Officers as well as the day-to-day operations of the Dispatch Center at the Van Zandt County Sheriff's Office. In addition, the Communications Supervisor is responsible for the implementation and maintenance of the radio system utilized by the emergency responders of Van Zandt County. The Communications Supervisor is also responsible as a liaison between the Van Zandt County Sheriff's Office and the software company utilized by the Sheriff's Office, Southern Software. The Communications Supervisor answers directly to the Sheriff of Van Zandt County.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Maintains supervision and control of Police and Fire dispatch and call taking services during assigned shifts in accordance with established policies and procedures
- Reviews dispatch operations to identify technical and operational training needs and recommends operational improvements
- Conduct meetings with Police and Fire department personnel to solve operational issues and recommended changes in operational procedures
- Review and recommend modifications to computer-aided dispatch systems
- Assigns duties and examines work for conformance to policies and procedures
- Tests, inspects, and operates radio, telephone, computer, and other equipment as needed
- Prepares, reviews, and maintains reports, statistics, and records
- Creates draft policy recommendations for the division
- Attend regular training related to job responsibilities
- Provide outstanding internal and external customer service, communicating effectively with the public and fellow employees, solving problems and proactively creating sustainable solutions to issues
- Conduct duties, responsibilities, tasks and assignments with a constructive, cooperative, positive and professional attitude and demeanor
- Support the County's mission and values of openness and honesty; integrity and ethics; accountability; outstanding customer service; teamwork; excellence; and fiscal responsibility
- This position is a commissioned Dispatcher position therefore will be required to assist in such related duties during the event of emergency situations or when assistance is requested by chain of command
- Performs other duties as assigned

MINIMUM REQUIREMENTS

- Minimum of two (2) years related to full time supervisory experience, or equivalent combination for education and experience
- Proficient with a variety of complex electronic communication, telecommunications equipment, multi-channel radio systems, computer-based systems including computer-aided dispatch systems (CAD), records management systems (RMS), and GIS mapping systems
- Must have some knowledge of police operations
- Must have an Advanced or above Telecommunicator License
- Must possess a valid Texas Driver's License

PHYSICAL DEMANDS AND WORK ENVIRONMENT

- While performing the duties of Communications Supervisor, the incumbent is regularly required to stoop, sit, walk, on occasion, and lift. Incumbent may sit at a workstation for prolonged periods of time writing, typing, using a computer or telephoning citizens or personnel for information. Incumbent must be willing to work overtime, weekends, holidays, rotating shifts, evenings, and nights as well as an on-call schedule.

OTHER REQUIREMENTS

- Regular attendance is essential. Incumbent must arrive at work on time, prepared to perform their assigned duties and work assigned schedules.
- Incumbents must have the ability to work well with others.
- Incumbents must be able to perform the essential functions of the position without posing a direct threat to the health and safety of themselves or others.
- Must have knowledge of Sheriff's Office Software, Microsoft Excel spreadsheet software and Microsoft Word Processing software
- Must have thorough understanding of radio communications with both analog and digital Land Mobile Radio (LMR) systems
- Ability to work during adverse weather conditions
- Ability to work effectively in an office environment
- Must be able to meet required deadlines, which may be stressful

Employee Signature

Date