



City of Lake Oswego, Oregon

Job Description

COMMUNICATIONS OPERATIONS SUPERVISOR

FLSA Status: Exempt

Salary Grade: 576

Union Representation: Non Represented

Job Code: 3040

Summary

Under general direction of the Communications Manager, supervises the day to day operation of the Emergency Communications Center. Recommends operating policies and procedures and maintains Center records and technical equipment including troubleshooting as needed. Supervises staff for 24-hour operation including scheduling, training, and policy and procedure updates. Must be able to perform all duties required in the day-to-day functions of the Communications Center if needed. Facilitates relationship with user agencies and responds to citizens' concerns and complaints. Incumbents are expected to be available after hours or in rotation with the Communications Manager and Shift Lead Communications Operators.

Essential Duties and Responsibilities

The list of duties is a representative sample of the work appropriate to this class and does not include all the duties that may be assigned to a particular position. The incumbent may perform a combination of some or all of the following duties:

1. Supervises staff including prioritizing and developing work plans; evaluating staff performance; monitoring progress on reports and projects; establishing, interpreting and enforcing policies and procedures; making hiring and termination recommendations; making pay rate change recommendations and providing training and development for staff.
2. Ensures technical equipment is available and operational at all times, prioritizing repairs/maintenance, scheduling equipment for repair/maintenance and providing replacements for malfunctioning equipment.
3. Oversees and maintains Center's records system including preparing research documentation for digital recordings and electronic reports, court and user investigations and preparing documentation for program and equipment improvements and upgrades.
4. Develops, implements and revises operational policies and procedures specific to the Emergency Communications Center. Ensures the Center is in strict compliance with departmental policies and state and federal laws and regulations.
5. Acts as a liaison between Emergency Communications Center and other departments, outside agencies, businesses and the general public, responds to complaints from constituents.
6. Coordinates 9-1-1 public education presentations for schools, special events and civil organizations.
7. Performs other duties of a similar nature or level.

Minimum Qualifications

Knowledge of:

- Supervision theories and principles.
- Budgeting theories and principles.
- Local, state and federal laws, regulations and ordinances governing criminal activity and civil matters.
- Emergency and medical dispatching standards and practices.
- Reporting responsibilities to regulating agencies.
- Technical report writing.
- Problem resolution techniques in stressful situations.
- Emergency service equipment, e.g. radios, recording equipment, phone equipment, and computer dispatch systems.
- Personal computers and related software applications.

Skills and Abilities to:

- Resolve conflicts and using mediation techniques.
- Make presentations.
- Promote positive public relations, provide exceptional customer service.
- Use and troubleshoot problems with emergency service equipment, e.g. radios, phones, recording equipment and computer dispatch systems.
- Utilize communication, interpersonal skills as applied to interaction with coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to receive work direction.
- Complies with safety requirements of the position and actively promotes safe work practices.
- Communicate effectively with coworkers, management, elected officials and the general public, and display excellent interpersonal skills and awareness of controversial and/or sensitive issues.

Education, Training and Experience:

A typical way of obtaining the knowledge, skills and abilities outlined above is graduation with a bachelor's degree in Public Administration or Business Administration and five years related experience; or an equivalent combination of education or professional development training through a state or local public safety professional agency or national public safety communication standards organizations and experience sufficient to successfully perform the essential duties of the job such as those listed above.

Licensing and Other Requirements:

Positions in this classification require the ability to possess and maintain a valid driver's license and ability to meet the City's driving standards. Must have and maintain an Advanced State of Oregon Emergency Medical Dispatcher and Telecommunicator Certification, along with Supervisor of Public Safety Certification or be able to obtain within 2 years of appointment.

Physical and Mental Demands

Frequent repetitive motions including, but are not limited to, hand, wrist and finger movements; daily walking, reaching, standing, talking, hearing and seeing. Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time.

Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

Persons with disabilities may be able to perform the essential duties of this class with reasonable accommodation. Reasonable accommodation will be evaluated on an individual basis and depend, in part, on the specific requirements for the job, the limitations related to disability and the ability of the hiring department to accommodate the limitation.

Department Director

Date

Human Resources Director

Date

Employee

Date

This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.