ASHEVILLE, NORTH CAROLINA

Classification Specification

Supervisor, Telecommunicator
Job Code: 6135
FLSA: Non-Exempt

Purpose of Classification:

The purpose of this classification is to supervise operations and staff of an assigned shift involved in answering and processing emergency and non-emergency calls and dispatching police units, as appropriate.

Distinguishing Characteristics:

This is a single level classification.

Essential Functions:

The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.

Supervises, directs, and evaluates assigned staff: plans, directs and reviews work of individuals and the team; processes employee concerns and problems and counsels as appropriate; recommends discipline, disciplinary actions, or discharge; completes employee performance appraisals and salary increases; participates in interviews and makes hiring recommendations; acts as a liaison between employees and management; and trains staff in operations, policies, and procedures.

Organizes, prioritizes, and assigns work: prioritizes and schedules work activities in order to meet objectives; develops and distributes employee work schedules to ensure adequate coverage and control; ensures that subordinates have the proper resources needed to complete the assigned work; monitors status of work in progress and inspects completed work; consults with assigned staff to assist with complex/problem situations and provide technical expertise; provides progress and activity reports to management; and updates and maintains

department standard operating procedure manuals.

Assists Telecommunicators during critical incidents: ensures that all appropriate personnel have been dispatched and notifications have been made to the appropriate agencies and personnel; and coordinates response to critical incidents.

Answers incoming emergency and non-emergency voice and Telecommunication Device for the Deaf (TDD) calls: determines nature of call and correct signal and/or code; gathers information, such as exact location of the incident, including street address, intersection, nearby landmarks, area of a building or home, etc., type of incident, accurate description of people, vehicles, places, etc., the presence and type of weapons, etc.; enters information into the Computer Aided Dispatch (CAD) System; and advises supervisors of all priority calls.

Provides lifesaving and pre-arrival instructions to callers in emergency medical or crime in progress situations: remains available to callers while units are in route; and checks medical and/or safety status.

Dispatches the appropriate personnel to scene through use of radio and CAD systems: coordinates multi-unit response calls; maintains awareness of available response units; dispatches calls to available units; maintains contact with response units to provide information and instructions regarding emergencies; and assists in the coordination of correct response to emergencies.

Utilizes computer to enter and retrieve data and information related to police service activity: enters, updates, retrieves and/or relays information from CAD, the North Carolina Department of Crime Information Center (DCI) and National Crime Information Center (NCIC) to law enforcement personnel, such as driver's license, weapon registration, vehicle tag, article identification numbers, warrants, missing persons, stolen items, etc.

Assists officers in the field: calls tow trucks; makes phone calls; and conducts research in local, state, and federal databases.

Communicates with supervisor, subordinates, other City employees, the public, outside agencies and organizations, and other individuals as needed to coordinate work activities, review status of work, exchange information, or resolve problems.

Processes a variety of documentation associated with department/division operations, within designated timeframes and per established procedures: receives, reviews, prepares, completes, processes, forwards or retains as appropriate various forms, reports, correspondence, timesheets, training observation reports, training requests, uniform requests, leave requests, evaluations, inspections, call reviews, coaching and disciplinary actions, and other documentation; compiles data for further processing or for use in preparation of department reports; and maintains computerized and/or hardcopy records.

Operates a personal computer to enter, retrieve, review, or modify data, utilizing word processing, spreadsheet, database, Internet, e-mail, or other software; and operates general office or other equipment as necessary to complete essential functions.

Additional Functions:

Performs other related duties as required.

Minimum Qualifications:

High school diploma or GED required, with vocational or technical training in emergency communications or a

related field; supplemented by five years of experience in emergency communications, to include lead or supervisory experience; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

Specific License or Certification Required: Must possess and maintain a valid North Carolina driver's license. Must possess and maintain the following additional certifications: Telecommunicator, DCI, NCIC, CPR, First Aid, or other certifications as required by department administrators.

Specific Knowledge, Skills, or Abilities: Must be able to demonstrate proficiency in performance of the essential functions and learn, comprehend, and apply all City or departmental policies, practices, and procedures necessary to function effectively in the position.

Performance Aptitudes:

Data Utilization: Requires the ability to evaluate, audit, deduce, and/or assess data using established criteria. Includes exercising discretion in determining actual or probable consequences and in referencing such evaluation to identify and select alternatives.

Human Interaction: Requires the ability to act as a first-line supervisor, including instructing, assigning and reviewing work, maintaining standards, coordinating activities, and evaluating employee job performance.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to operate, maneuver and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.

Verbal Aptitude: Requires the ability to utilize a wide variety of reference, descriptive, and/or advisory data and information.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication, and division; the ability to calculate decimals and percentages; the ability to utilize principles of fractions; and the ability to interpret graphs.

Functional Reasoning: Requires the ability to apply principles of influence systems, such as motivation, incentive, and leadership, and to exercise independent judgment to apply facts and principles for developing approaches and techniques to resolve problems.

Situational Reasoning: Requires the ability to exercise judgment, decisiveness and creativity in situations involving the evaluation of information against sensory, judgmental, or subjective criteria, as opposed to that which is clearly measurable or verifiable.

ADA Compliance:

Physical Ability: Tasks require the ability to exert light physical effort in sedentary to light work, but which may involve 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 a keyboard or workstation.

Sensory Requirements: Some tasks require the ability to perceive and discriminate colors or shades of colors, sounds, and visual cues or signals. Some tasks require the ability to communicate orally.

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

The City of Asheville is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the

City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.