



## JOB DESCRIPTION

**Position:** Communications Supervisor  
**Reports To:** Operations Manager  
**FLSA Status:** Non-Exempt  
**Last updated:** 9/19/2023

**Core Values: Ethics, Professionalism, Encouragement, Innovation**

### **Position Summary:**

This position is responsible for providing supervision in the communications center during a shift. Communication Supervisors are responsible for ensuring emergency and non-emergency calls for service are answered promptly and that appropriate units are dispatched efficiently. Communications Supervisors are to ensure all communications equipment is functioning appropriately. Provides oversight and leadership for assigned employees, to include training, coaching, and mentoring. Responsible for a variety of administrative duties related to the communications center.

### **Supervision Received:**

Works under the general supervision of an assigned Operations Manager.

### **Supervision Exercised:**

Supervises Emergency Communications Specialists, Lead Emergency Communications Specialists and Communications Specialist.

### **Essential Duties, Functions and Responsibilities:**

*(The duties listed are intended only as illustrations of the various types of work that may be performed, and are in no way construed or perceived to be exhaustive. The employee may also be required to perform additional functions and duties as assigned.)*

- Perform all functions of an Emergency Communications Specialist as needed, e.g. call taking and dispatching (Fire, Law Enforcement, or both).
- Inform staff of events and issues pertinent to the performance of their duties.
- Remain apprised of Jeffcom policies, procedures, and written directives, including relevant initiatives occurring external to Jeffcom. Communications Supervisors are required to demonstrate appropriate application and ensure compliance. Inform staff of policy and procedure changes.
- Make recommendations for appropriate updates to policies and procedures.

- Assist in planning and scheduling for daily staffing needs, maintain daily attendance records, manage timecards (including corrections and approvals), approve leave requests and coordinate scheduling of vacation and holiday leave for assigned shifts.
- Monitor the performance of assigned employees and provide direction and feedback regarding performance measured against expectations. Prepare and conduct timely and constructive performance appraisals. Administer and/or recommend commendation or other forms of positive reinforcement. Determine and administer appropriate verbal and written corrective action. Determine and recommend appropriate disciplinary action to the assigned Operations Manager.
- Mediate employee conflict. Avoid engaging in conflict. Deescalate interactions with citizens as needed.
- Maintain confidentiality of all information (including PHI and HIPAA-protected information) regarded as protected by Jeffcom policy and local, state, and federal law. This includes information obtained through protected databases including CJIS, records management systems, and the 911 system, information contained in calls for service, and personnel information.
- Support and assist in implementing the organizational goals and objectives.
- Perform a variety of record keeping, filing, indexing and other associated information upkeep; maintain documents relating to public safety activities; prepare related reports as necessary. Assist in data compilation and prepare periodic and special reports as needed.
- Assist in maintenance and update of CAD information as needed. Perform all duties and functions related to maintaining premise information and any other information necessary to ensure correct dispatching processes are available.
- Operate a variety of public safety telecommunications equipment; test and inspect equipment as required. Coordinate and ensure proper maintenance of all equipment. Notify technical and management staff if there is a problem with equipment.
- Coordinate staffing of personnel in the event of a major field situation or system failure.
- Assist in developing and implementing training and quality assurance programs.
- Assist in pulling call and CAD data as needed for court and records requests; provide support to the Recording System Specialist(s).

- Participate in the Jeffcom hiring process as needed.
- Attend meetings with other supervisors and managers to discuss operations, staffing, and make recommendations for change or improvement as needed.
- Represent Jeffcom in a professional manner at all times, including meetings, training, and events.
- Respond to questions from member agencies or citizens.
- Locate and make recordings of calls from the logging system (NICE) to provide as needed to emergency responders or other agencies.
- Monitor criminal justice database transactions to ensure users follow required guidelines.
- Develop and maintain positive, effective working relationships with all employees, volunteers, citizens, emergency responders, other governmental agencies and the community.
- Demonstrate analytical and problem-solving skills, including the ability to collect, integrate, analyze, and use data and information, and compare and evaluate possible actions or courses of conduct based upon such analysis.
- Maintain effective and professional written and oral communication skills at all times.
- Represent Jeffcom in court in response to subpoenas regarding policies, procedures, standard operating procedures, etc.
- Perform Operations Manager job duties as delegated during an absence.
- Maintain a positive, professional image of Jeffcom at all times.
- Complete job-related trainings and continuing education to maintain and expand skills and knowledge as assigned and required.
- Remain calm and effective during emergencies, even during heavy workloads, exercise good judgment, prioritize emergent and non-emergent situations accurately, and obtain and act on information quickly and accurately.
- Reliable, predictable attendance is required. On call status may be required.
- Work in excess of ten (10) hours per day and 40 hours per week, to include days, evenings, nights, weekends, and holidays to maintain 24-hour coverage of Jeffcom's emergency dispatch center. This requires personnel to make themselves available to work when required, particularly in times of disasters or serious emergencies.

- Work cooperatively with vendors, emergency responders, member and user agencies, and co-workers.
- Ability to make presentations to management, external government and non-government organizations as circumstances require.
- Ability to perform multiple tasks simultaneously while remaining detail oriented.
- Perform all other duties as assigned.

**Minimum Education, Experience, License and Certification Requirements:**

- High school diploma or equivalent. Advanced education or training related specific to field preferred. Two years of college-level course work preferred.
- Minimum of four (4) years of experience required as an emergency dispatcher or a combination of experience and training that would provide the required knowledge, skills and abilities.
- Must have at least two (2) certifications in the specified areas. These certifications must be achieved through training provided through Jeffcom or an approved outside provider. Additional certifications may be considered.
  - FEMA Leadership Certification
  - NENA ENP (Emergency Number Professional)
  - APCO RPL (Registered Public Safety Leader)
  - NENA CMCP (Communications Manager Certification Program)
  - Communications Center Supervisor Training
  - Minimum of 24 hours in other Leadership Training
- Ability to obtain CCIC/NCIC certification within six (6) months of hire. This includes being able to pass a background check. Ability to remain drug and alcohol free; marijuana use is not allowed, even if medically prescribed.
- Ability to obtain within six (6) months of hire, and maintain, valid certifications for positions supervised (i.e. CPR, EMO, EFD, etc.).
- Communications Training Officer (CTO) certification and experience.
- Minimum two (2) years of supervisory experience preferred.

**Required Knowledge, Skills and Abilities**

- Trained and deployable in call-taking and minimum of one other discipline (Fire or

Law).

- Must provide a letter of recommendation from current supervisor.
- Demonstrate leadership through active participation in various committees and project assignments.
- Ability to work under general supervision and instruction according to established practices and Jeffcom policies and procedures.
- Possess and maintain a valid Colorado driver's license and acceptable driving record.
- Knowledge of liability issues related to training, supervision, and overall agency operations.
- Knowledge, comprehension and application of diversity awareness and an active commitment to ensure equality.
- Knowledge of professional standards relating to public safety communications as well as those standards for emergency response agencies that are relevant to Jeffcom operations.
- Proficiency with office procedures and equipment, including computers and applicable software, such as MS Office (Word, Excel, Outlook, PowerPoint), software related to law enforcement fire, and emergency medical services, and other office software.
- Knowledge of applicable federal, state and local laws, codes and regulations relevant to emergency communications for law enforcement, fire, and emergency medical services.
- Knowledge of occupational hazards and standard safety practices.
- Ability to communicate effectively and to prioritize multiple tasks.
- Ability to read, write, speak and understand the English language at a level adequate to perform the duties of the position.

**Physical Demands:**

**Lifting and Carrying:** Ability to move 15- to 20- pound items from one location to another, such as boxes of paper, department manuals, resource books, equipment, etc.

**Body Positions:** Must be able to sit at a desk or work station and work radio controls, telephones, and computer keyboards during a typical scheduled shift with the ability to change from sitting to standing as needed. Must be able to navigate around Communications Center. Must have the manual dexterity to operate a computer

keyboard, radio system, telephone, foot pedals and other relevant equipment. Some twisting, bending, stooping may be required. Must have the ability to coordinate movements of two or more limbs at the same time, e.g., while operating telephone and/or radio and foot pedal control and typing information into console controls.

**Hearing:**

Employee must be able to hear the phone and audible signals from equipment at a level that does not interfere with coworkers' ability to hear at their work stations. Hearing must be sufficient to use telephone and radio headset. Must have the ability to actively listen to callers for an understanding of their needs and situations. Must have the ability to understand English spoken in a variety of accents. Must have the ability to focus on multiple sources of auditory (hearing) information in the presence of other distracting noises. Must be able to detect and discriminate among sounds that vary in a broad range of pitch and loudness.

**Vision:**

Visual acuity correctable sufficient to read computer screens and discern information, enter data, read Jeffcom documents, other correspondence, and read and interpret maps. Ability to distinguish between the colors red and green in order to properly utilize computerized equipment.

**Mental Requirements:**

**Information Retention:**

Must be able to read, retain and apply policies, procedures, criminal laws and ordinances, as well as recall numerous details of calls received.

**Language Ability:**

Must be able to speak English clearly and concisely to communicate with callers, emergency responders, and co-workers.

**Reasoning:**

Ability to utilize sound judgement and solve problems through critical thinking, decision-making, and prioritization in a time-sensitive and dynamic environment.

**Work Environment and General Information:**

Work in a restricted access area, typical office environment with other staff speaking on phones and radios in a communications center. Work is often demanding in a fast-paced environment; position confinement and emergency crises may prohibit breaks and/or require employee to work unscheduled overtime. Frequent interaction with public, government jurisdictions, members of private industry, and other Jeffcom employees. Work under general supervision with supervisor availability to resolve unusual or complex work problems.


**ADA Compliance Statement:**

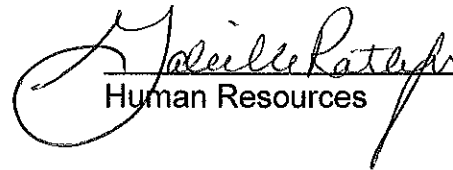
The human resources goal of Jeffcom is to select and retain the best qualified applicant for each available job. An applicant's or employee's disability will not remove the

application from consideration or current employee from his/her job if the applicant or employee is able to perform the essential functions of the job with or without reasonable accommodation unless such accommodation will result in undue hardship for Jeffcom or pose a safety risk to the applicant, employee, or others.

Jeffcom complies with the American with Disabilities Act. If you require special accommodation in order to apply for this position, please contact the Human Resources.

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

  
Executive Director      10/20/2023  
Date

  
Human Resources      10/20/2023  
Date

## Employee Acknowledgment

I have read this job description (or had it read to me) and fully understand all my job duties and responsibilities. I am able to perform the duties and responsibilities as outlined, with or without reasonable accommodation. I understand that my job duties and responsibilities may change on a temporary or regular basis according to the needs of my location or department, and if so I will be required to perform such additional duties and responsibilities. If I have questions about job duties not specified on this description that I am asked to perform, I should discuss them with my immediate supervisor or the HR Manager.

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Employee Signature

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Print Name

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Date