

JOB DESCRIPTION
Essex County, VA

Job Title	Communications Supervisor
Department	Sheriff Office
Category	Full Time
FSLA	Exempt
Pay Grade	
Report to:	Major or Sheriff
Supervises:	Supervises subordinate Communication Operators/ Dispatchers

JOB SUMMARY/PURPOSE

This position performs responsible supervisory, administrative and training work in overseeing the Communications division within the Essex County Sheriff's Office. This position supervises subordinate Communication Operators (dispatchers) and insure they are trained on all equipment and various software. The position also performs all duties of a Communication Operator as needed. The position is responsible for the administration of the various systems in accordance to the regulations such as VCIN/NCIN, CAD, alarm system, radio, and E911 and provides reports to various agencies to insure that all staff are certified on the use of the equipment. The Communications Supervisor is responsible to plan, organize, implement and supervise to policies and operations of the Communication Division and is responsible for maintaining and improving upon the efficiency and effectiveness of all areas under his/her direction and control.

ESSENTIAL JOB FUNCTIONS

(The essential functions or duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.)

- Performs all duties of a Communications Operator is position is vacant on any shift;
- Supervises communications personnel and is responsible for ensuring all VCIN/NCIN (Virginia and National Crime Information Network), E911, Computer Aid Dispatch System, CPR, First Aid and Emergency Medical Dispatch (EMD) certifications or training are current and up to date;
- Monitors all calls, records and system processes for compliance to policies and to recommend changes to policies and procedures to meet emergency service's needs;
- Prepares and implements monthly work schedules for communications operators;
- Prepares policies and procedures for all Communication Operators to use to handle the diversity of calls and emergencies, works with Fire, Ambulance, City/State Police, Sherriff, Animal Control, Utilities and Virginia Department of Transportation (VDOT) to insure procedures and responses to call meet their needs; develop standard operating procedures for communication/dispatch personnel;
- Serves as County representative to VCIN State officials to insures security of system are used in accordance to regulations, submits monthly reports for VCIN (includes validations

- for all wanted suspects, missing persons, stolen vehicles, orders of protection, tags, guns and articles) , handles surprise inspections, and audits, update manuals for use of VCIN;
- Serves as VCIN Terminal Agency Coordinator and trains on system to train staff and maintains up to date on new policies and procedures to ensure security of system and update local policies and procedures for staff;
 - Participate in short- and long-range planning for the communication/dispatch center; Plans upgrades to all systems within the E911 communications center, including, but not limited to: VCIN, Powerphone, CAD, 911 Phone System, 911 MAPPING, Public Radio Systems, Phone/Voice Recording System and works with EMS Captain to implement all upgrades to communication systems and repairs to systems; Works with vendors, EMS Captain and other departments to schedule preventative maintenance and upgrades; monitors systems to correct errors and provide updates;
 - Maintains all inventory for all communication systems and office supplies;
 - Works with other departments to obtain grants etc. for upgrades and system replacements;
 - Attends outside training programs to develop the training program for dispatch personnel and train others to be trainers; inform all customers of system of new changes and training procedures;
 - Assist in the annual budget development for the communication/dispatch center; assist with the recruitment and interviewing of new employees;
 - Handle FOI requests for recordings and data from the communication division;
 - On-call around the clock for any problems that may arise in communication/dispatch center;
 - Ensures that all work is conducted in a safe manner and all work safety practices are followed;
 - Performs similar or related work as required, directed or as situation dictates;
 - Assists other Office staff as needed to promote a team effort to serve the public;
 - Continue training; keeping current with communication systems to maintain certifications;
 - Consistent on-site/ and on-time attendance is essential for this position based on assigned schedule.

MINIMUM REQUIREMENTS TO PERFORM WORK

Education and Experience:

High school diploma or any equivalent combination of education, training and experience that provides the requisite knowledge, skills, and abilities for this job. Over (5) years of experience as a certified dispatcher, two (2) years of supervisory experience preferred.

Licenses or Certificates:

- Must be certified through VCIN/NCIC;
- Must have completed basic dispatch school;
- Criminal background check required

Knowledge, Skills and Abilities:

- Knowledge must be the same as for a Full-Time Communications Operator (FTCO);
- Knowledge of radio, telephone, alarm systems, security cameras and VCIN procedures;
- Knowledge of standard office equipment, practices and procedures;
- Knowledge of principles and practices of effective supervision;
- Some knowledge or ability to learn geography of the County and location of important buildings;
- Knowledge of word processing programs including keyboarding skills;
- Ability to speak clearly and distinctly;
- Ability to maintains familiarity with operating procedures of agencies served;
- Ability to deal courteously with the public under stressful conditions;
- Ability to operate a personal computer and standard office and related equipment;
- Ability to establish and maintain effective working relationships with associates, subordinates, public safety agencies and other agencies listed above and the general public;
- Ability to communicate effectively using solid reading, writing, listening and speaking skills. Ability to produce documents that accurately convey information;
- Ability to analyze, evaluate, and recommend improved procedures, techniques, and equipment;
- Ability to work independently and alone in Communications/Dispatch Center under stressful situations;
- Ability to process public safety type paperwork into computer system; ability to type with speed and accuracy and to develop and maintain detailed and accurate records of tasks completed on each shift;
- Ability to understand and follow oral and written instructions;
- Ability to maintain motivation, composure, and self-esteem in stressful situations;
- Ability to make sound judgments and decisions based on established office policies and procedures;
- Maintains appropriate security and confidentiality of information created or encountered in the performance of assigned duties;
- Ability to supervise and develop schedules and proper resources for the efficient operation of the communication/dispatch center;
- Ability to develop and train employees and develop and administer technical communication policies and procedures that comply with regulations.

Physical and Mental Requirements:

Work Environment

	None	Under 1/3	1/3 to 2/3	Over 2/3
Outdoor Weather Conditions		X		
Work in high, precarious places	X			
Work with toxic or caustic chemicals	X			
Work with fumes or airborne particles		X		
Work near moving mechanical parts	X			
Risk of electrical shock	X			
Vibration	X			

Equipment Used – Computers, office equipment, phones, radio, dispatch equipment				X
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Physical Activity

	None	Under 1/3	1/3 to 2/3	Over 2/3
Standing		X		
Walking		X		
Sitting				X
Talking & Hearing				X
Using hands/fingers to handle/feel				X
Climbing or balancing	X			
Stooping, kneeling, crouching, crawling		X		
Reaching with hands and arms				X
Tasting or smelling	X			
Bending, pulling, pushing			X	
Other-Driving – for Training		X		
Other-Dealing with emergency calls & frantic people			X	

Lifting Requirements

	None	Under 1/3	1/3 to 2/3	Over 2/3
Up to 10 pounds		X		
Up to 25 pounds		X		
Up to 50 pounds	X			
Up to 75 pounds	X			
Up to 100 pounds	X			
Over 100 pounds	X			

Noise Levels

	None	Under 1/3	1/3 to 2/3	Over 2/3
Very Quiet (forest, isolation booth)	X			
Quiet (library, private office)		X		
Moderate noise (computer, light traffic)				X
Loud Noise (heavy equipment/traffic)	X			
Very Loud (jack hammer work)	X			

Vision requirements

- Close vision (i.e. clear vision at 20 inches or less)
- Distance vision (i.e. clear vision at 20 feet or more)
- Color vision (i.e. ability to identify and distinguish colors)
- Peripheral vision (i.e. ability to observe an area that can be seen up and down or left and right while the eyes are fixed on a given point)
- Depth perception (i.e. three-dimensional vision, ability to judge distances and spatial relationships)

(This job description does not constitute an employment agreement between the employer and employee. It is used as a guide for personnel actions and is subject to change by the employer as the needs of the employer and requirements of the job change).

