

**CITY OF ROSENBERG
JOB DESCRIPTION**

TITLE:	Public Safety Support Supervisor	POS NUMBER:	3008-296-02:03
DEPARTMENT:	Police	PAY GRADE:	8
REPORTS TO:	Director	DBM RATING:	B25/B32
FLSA STATUS:	Protective Service	EEO CATEGORY:	Non-exempt
BENCHMARK JOB ANALYSIS:	Public Safety	EFFECTIVE DATE:	09/2018

POSITION SUMMARY:

Responsible for supervising the efficient and effective responses to emergency and non-emergency communication services between the public, departmental and other law enforcement personnel. Oversees assigned shifts and responsible for training staff on emergency management operations.

ESSENTIAL FUNCTIONS:

- Selects, supervises, and evaluates assigned staff
 - Establishes work rules, schedules, and performance standards, annual performance evaluations, and initiates and implements disciplinary actions as warranted
 - Provides for the training and motivation of subordinates in order to make full use of individual capabilities and to meet changing system demands
- Directs the emergency (9-1-1) and non-emergency communication services
 - Obtains information, prioritizes and confirms independent determination of appropriate action for processing all incoming calls for service, to include relaying and dispatching safety response unit (police and fire) or providing callers with the appropriate advice or referral
 - Monitors burglary, robbery and fire alarms and dispatches appropriate personnel
 - Monitors video security systems including City jail.
- Leads, operates and monitors two-way radio channels, computer aided display (CAD) monitors and other related sophisticated communications equipment systems while efficiently gathering, prioritizing, and documenting caller information.
 - Informs field officers of major incidents, hazardous situations or locations where such information will be beneficial to prevent injuries to officers
 - Processes complaints and make appropriate referrals on a broad variety of public safety matters that often require referring to or memorizing detailed reference materials and standard operating procedures, including databases, maps, telephone listings, and other resources
 - Summarizes critical information for public safety first responders in the computer aided dispatch system using correct grammar, spelling, and punctuation
 - Refers and classify calls for police and fire assistance according to the level of response required
 - Notifies and receives police related information to-from other police divisions or agencies to ensure information is communicated promptly
 - Provides operational maintenance on technical equipment including changing tapes on recorders, computers and other communications equipment
- Accesses and operate multiple computer systems including
 - Local and state database systems to verify information
 - Systems to locate existing or prior warrants, protective or other orders and officer safety information

- Texas Law Enforcement Telecommunications System (TLETS/OMNIXX) system, including, but not limited to, persons, vehicles, drivers, guns, articles and Computerized Criminal Histories files to query, enter, modify, clear and cancel data
- Assists with the City's Public Safety and Justice Information software systems
- Assists in the development of system maintenance back-ups and disaster recovery procedures
- Receives requests by radio, phone, electronic format or fax from law enforcement, fire medical personnel, and other public safety agencies to, access, enter, retrieve and disseminate records, motor vehicle records, stolen property, wanted persons and criminal history files utilizing local, state and national database systems
- Prepares written reports, procedures, policies and other professional documents for operations
- Performs other duties as assigned

KNOWLEDGE OF:

- Applicable Federal, State and local laws, codes, regulations and ordinances governing law enforcement
- Equipment, policies, procedures, and strategies to promote effective local, state, or national security operations for the protection of people, data, property, and institutions
- Principles of supervision, training, and performance evaluation
- Transmission, broadcasting, switching, control, and operation of telecommunications systems
- Customer service and interpersonal skills to sufficiently exchange or convey information
- Modern office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.
- Mathematical principles and practices utilized in analysis and reporting of data
- Business English, spelling and grammar, including composition of routine business correspondence

SKILL IN:

- Critical thinking using logic and reasoning to make appropriate decisions using sound judgement in highly stressful situations
- Operating a personal computer utilizing a variety of standard and specialized software and equipment, web browsers, query tools and other communication related equipment
- Comprehending and communicate information clearly and concisely, both orally and in writing
- Empathizing, valuing, and dealing successfully with the special capabilities, distinctive cultural histories, and unique needs of people of various socio-economic, ethnic, and cultural backgrounds.
- Maintaining the highest standards of ethical behavior, exercising honesty and integrity, respect, confidentiality, and fairness in the execution of their official responsibilities
- Utilizing communication and interpersonal skills as applied to interaction with coworkers, supervisor, the public, and others to sufficiently exchange or convey information and to receive work direction
- Analyzing, interpreting and applying applicable laws, codes, regulations and standards
- Self-discipline, dependable, and ability to work independently, provide project management, manage multiple projects while maintaining attention to detail, and prioritizing multiple tasks and demands to accomplish outcomes
- Working effectively under stress for sustained periods of time and remain calm when dealing with upset, confused, hostile, or frustrated individuals
- Maintaining, and establishing effective relationships with the subordinates, other departments and staff, government officials, law enforcement, community partners and the general public

WORKING ENVIRONMENT:

- Sedentary Work: Exerting up to 10 pounds of force occasionally and 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.
- Shift work demonstrating the ability to work the allocated hours of the position, and report for duty on short notice at any hour of the day or night
- Position is considered "Essential Personnel," which requires being on duty to respond during emergency situations for pre- and post-event activities including, but not limited to, natural and man-made disasters.

REQUIRED QUALIFICATIONS:

- Associate degree in Business Administration, Public Administration, Social Science, Communications, Criminal Justice, General Studies or a closely related field
- Two (2) years of paid, full-time experience as a Public Safety Specialist or 9-1-1 communication specialist in an emergency communication environment
- Intermediate TCOLE Telecommunication Certification
- US Citizenship required per Texas Commission on Law Enforcement (TCOLE)

OR

- Four (4) years of paid, full-time experience as a Public Safety Specialist or 9-1-1 communication specialist in an emergency communication environment may be substituted for the education requirement
- Experience or training in personal computer use with Microsoft Office software
- Advanced TCOLE Telecommunication Certification
- US Citizenship required per Texas Commission on Law Enforcement (TCOLE)

LICENSES, CERTIFICATES, AND OTHER REQUIREMENTS:

- Valid Texas Driver’s License
- Texas Crime Information Center/National Information Center Full Access Certification
- Appointment will be conditional upon successful completion of the following pre-employment checks:
 - Criminal background check
 - Polygraph
 - Psychological examination
 - Controlled substance screening

DESIRED QUALIFICATIONS

- TCOLE Masters Telecommunicator Certification
- Ability to type 40 words per minute
- Bilingual

APPROVALS:

Employee

Date

Supervisor

Date

Department Head

Date

Director of Human Resources

Date

EMPLOYEE REVIEW:

I have read the above, and understand that it is intended to describe the general content of and requirements for performing this job. It is not an exhaustive statement of duties, responsibilities or requirements and does not constitute an employment agreement with the City of Rosenberg. I have been given a copy of this description.

Incumbent's Signature

Date