
Job Description

PUBLIC SAFETY TELECOMMUNICATOR SUPERVISOR

Western Massachusetts Regional Emergency Communications Center (WESTCOMM)

Position Description last Updated: May 19, 2022

General Statement of Essential Job Tasks:

The Communications Supervisor's primary responsibility is to assist in the efficient and effective operation of the Center, and is responsible for the provision of administrative assistance to the Deputy Director. During the course of duty, the incumbent supervises the activities of subordinates, making corrections when necessary and commending where appropriate, being available to assist, counsel and instruct as required. The Communications Supervisor also provides in-service training as needed to ensure subordinates have a thorough understanding of Center policies/procedures and a working knowledge of communications equipment.

The Communications Supervisor is a "working" supervisor position that has the same critical public safety call-taking and dispatch responsibilities as a Public Safety Telecommunicator position.

Supervision Received:

This position reports to the Deputy Director.

General Description of Essential Job Tasks:

The following are general descriptions of the essential job tasks of the position. Other related tasks may be assigned as necessary and appropriate.

Supervisory/Training Duties:

- Directly supervises and evaluates the work activities of subordinates.
 - Monitors phone and radio communications of subordinates to ensure compliance with Center rules, regulations and standard operating procedures.
- Provides direction, guidance, coaching and counseling to subordinates.
 - Provides feedback to subordinates after incidents or events to assist them in critiquing their own performance and develop more effective ways of handling future situations.
- Provides in-service and new employee on-the-job training.
 - Completes training evaluation reports and monitors new employee performance during the on-the-job coach/trainee period.
- Prepares written reports, logs and correspondence related to shift activities, operational problems, personnel matters and special assignments.

Call-Taking/Dispatch Duties:

Answers calls for emergency response received via voice, text, TTY and video.

- Questions voice, text or TTY callers to determine the nature and location of the problem and extracts and records essential information.
-

-
- Analyzes conflicting and/or limited location information to direct first responders to the scene
 - Views, records, and disseminates to the appropriate responders, essential information provided through video recordings.
 - Contacts/disconnects to determine nature and location of the problem and enters information as appropriate.

Dispatches, via a radio console or other electronic means, emergency and other calls requiring police, fire or emergency medical response according to priority and availability of field units. .

- Maintains strict radio discipline at all times. Complies with FCC regulations and Center policies/procedures in the transmission of all radio traffic.

Monitors dispatched units' activities and receives and transmits to field units updated information as it's received.

- Takes protective actions for first responders by providing life-safety information during responses such as officer down and MAYDAY calls.

Administers care by providing pre-arrival medical instruction or directing calls through procedures such as CPR, childbirth, or controlling of blood loss while emergency medical services are enroute.

Gathers, analyzes and reports critical information during life-or-death situations such as crimes in progress, medical emergencies and fire/rescue incidents.

- Negotiates with suicidal callers or hostage takers while emergency responders are enroute.

Manages communications of emergency responders to incidents and assists with incident operations during events such as active shooter and officer down responses.

- Deploys to the scene of planned events, major emergencies or ongoing incidents as required by policy.

Enters incident data into computer aided dispatch system and maintains various automated and manual logs, records and files relating to call-taking and dispatching activities.

Retrieves and accurately relays to requesting law enforcement field units, information contained in the local, state and national computer systems (e.g. information regarding motor vehicles, driver's licenses, wants and warrants, etc.).

- Enters and maintains law enforcement data in the system(s) as appropriate.

Answers administrative telephone lines, provides routine non-technical information upon request, and refers all other inquiries to the proper person or department.

Essential Knowledge, Skills and Abilities:

Oral and Written Communications:

Demonstrated skill or ability to:

- Speak English with sufficient clarity to be understood by others on the telephone, radio or in person
-

-
- Actively listen to others for an understanding of their needs and situations
 - Assertively guide conversations in order to quickly and accurately gather pertinent information.
 - Communicate critical information professionally and precisely to the proper recipient.
 - Read and understand written correspondence, memoranda and directives.
 - Reports events and information in writing legibly and accurately, using proper English grammar and structure

Decision Making/Problem Solving:

Demonstrated skill or ability to:

- Act in a decisive manner, using good judgment (*common sense*).
- Effectively prioritize situations and information and make appropriate decisions based on information received.
- Effectively analyze conflicting and/or limited information.
- Handle a variety of rapidly flowing information at once.
 - Perform multiple tasks simultaneously; be able to do several things at one time and remain focused under stress (*i.e., multi-tasking abilities*).
- Adjust to new or unique situations.
- Remember numerous details.
- Maintain objectivity in the decision making process.
- Learn and apply new information.

Interpersonal Relationships:

Demonstrated skill or ability to:

- Represent the organization to other agencies and citizens with an unbiased, courteous, helpful, accurate and business-like attitude in all professional and personal contact.
- Work cooperatively with supervisors and establish cohesive, effective relationships with peers (*i.e., team worker abilities*).
- Detach from callers' emotions, yet project an image of empathy (*i.e., avoid personal involvement*).
- Maintain appropriate and constructive behavior and attitude in response to difficult or adverse situations.
- Accept criticism and/or discipline without reacting defensively, rationalizing mistakes or blaming others for one's own failures.
- Act in a mature, dependable fashion.
 - Accept responsibility for actions.
 - Maintain dependable work habits such as reporting to work on time, with little prompting and intervention.
- Respect private, confidential information.
- Support and carry out directives.

Supervisory/Training Abilities:

Demonstrated skill or ability to:

- Supervise the actions of others, dealing with subordinates in a fair and objective manner.
 - Effectively train subordinates in communications policies, practices and procedures.
 - Effectively evaluate the performance of subordinates
 - Recognize symptoms in performance of individuals which indicate the need for additional training, discipline or supervisory counseling
 - Recognize and commend superior performance.
 - Apply sound time management/organizational skills.
 - Implement changes in current procedures to eliminate backlogs, streamline operations and accomplish work more efficiently.
-

Physical Abilities:

Must have the ability to:

- Hear and understand sound sources coming through a communications headset and/or radio and/or standard telephone receiver, including the ability to hear and understand other outside sound sources while wearing a communications headset
- Speak and write English clearly.
- Read and discern visual images on a variety of media, including the ability to read and understand maps, and the ability to distinguish between colors on a color-coded computer screen.
- Type accurately on a computer keyboard while conversing with callers and response units.
- Record names and numbers accurately (i.e., not transpose numbers and/or letters).
- Work all shifts of a 24-hour per day period and be available for emergency call-in overtime.

Technical Knowledge:

Must possess and/or acquire and maintain:

- Knowledge of general supervisory principles and practices.
- Knowledge of Center new-hire and in-service training program policies and procedures.
- Knowledge of functions and operation of computer aided dispatch (CAD) system and manual call recording/dispatch system.
- Knowledge of functions and operation of telephone console, radio console, TTY and other standard communications equipment.
- Knowledge of FCC rules and regulations applicable to radio broadcasts.
- Knowledge of how to use systems and resources to determine locations
- Knowledge of call-taking and dispatching techniques/procedures for handling incoming voice, text, TTY and video calls.
- Knowledge of proper use of emergency medical pre-arrival protocol system.
- Knowledge of proper use of local, state and national computer systems and functions.
- Knowledge of legal liability issues common to emergency call-taking, public safety dispatching and records keeping.
- Knowledge of the geographical area served
- Knowledge of proper preparation of required reports, logs and forms.
- Knowledge of agency policies, procedures and standards of expected performance.
- Knowledge of available resource materials and their use in performing job duties

Education and Experience Requirements:

- Minimum of a high school diploma
- Preferred five years full time dispatch or public safety experience or any equivalent combination of education and experience.
- Preferred supervisory experience

Special Necessary Qualifications:

- Must successfully pass a background check inclusive of a Massachusetts Board of Probation and an Interstate Identification Index records check; must comply with the minimal qualification guidelines established by the Criminal History Systems Board.
 - Must possess a valid Massachusetts driver's license with a satisfactory driving record as a condition of initial and continued employment.
 - Must successfully pass a medical examination including a hearing test and drug test, and psychological evaluation.
-

-
- Must be willing and able to attend job related and District mandated training; must maintain certification in CPR, CJS/NCIC, Emergency Fire Dispatch, Emergency Medical Dispatch, Emergency Police Dispatch, NG9-1-1 certification and APCO PST1.
 - Must acquire and/or maintain Emergency Dispatch Quality Assurance, Certified Training Officer and Communications Center Supervisor
 - Ability to type 30 words per minute.

Technology:

Requires advanced computer skills in Google Workspace or Microsoft Office Suite, such as Outlook, Word, and Excel.

Working Conditions and Requirements:

Work is mostly performed in an office environment. Regular and punctual attendance is a requirement. Maintains Communication Center work area and equipment in clean and working condition; performs janitorial functions in the work area as needed.

Physical Requirements and Potential Hazards:

While performing the duties of this job, the employee is frequently required to sit, talk and listen for extended periods of time; use hands or fingers; handle or feel; talk and hear. The employee is required to reach with hands and arms. Requires the ability to operate a keyboard and mouse. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close and distant vision and the ability to adjust focus; requires fully correctable close and distant vision and depth perception.

Salary/Benefits:

- Salary range: \$52,145 - \$66,081
- Health insurance offered.
- Enrollment in Hampden County Retirement System.
- 4 and 2 schedule, providing 17 extra paid days off annually.
- Vacation accrual.

Position Content:

This job description is not intended to be and should not be construed as an all-inclusive list of all the responsibilities, skills, and working conditions associated with the position. While it is intended to accurately reflect the position activities and requirements, these requirements may change over time. Management reserves the right to modify, add or remove duties and assign other duties as necessary.
