

CITY OF FONTANA POLICE COMMUNICATIONS SUPERVISOR

DEFINITION: Under direction from higher level supervisory or management staff, supervises, assigns, reviews, and participates in the work of staff responsible for providing public safety communication services including the dispatching of public safety services; and performs a variety of technical tasks relative to assigned area of responsibility. Exercises direct supervision over technical and clerical staff. This is a supervisory position, and is expected that the incumbent performs the essential functions of the Police Dispatch Shift Supervisor and/or Police Dispatcher II classifications during emergency situations.

ESSENTIAL FUNCTIONS: The incumbent must have the ability to:

- Recommend and assist in the implementation of goals and objectives for the public safety communication program; establish schedules and methods for dispatching and 911 communications systems services; develop and implement policies and procedures.
- Evaluate operations and activities of assigned areas to determine training and staffing needs; recommend improvements and modifications; prepare various reports on operations and activities.
- Analyze business requirements and recommend/implement environmental changes and/or process improvements to maximize efficiency.
- Plan, prioritize, assign, train, supervise, and review the work of staff responsible for providing public safety communications services. This includes the proper handling of 911 emergency calls and non-emergency calls for service, dispatching police related calls, the proper transferring of calls to fire and medical services, and text to 911 services.
- Participate in the selection of staff; provide or coordinate staff training; conduct employee performance evaluations; work with employees to correct deficiencies; implement discipline procedures.
- Establish and maintain schedules for public safety dispatch personnel on a 24/7 basis, including overtime, training assignments, and minimum staffing requirements.
- Research, develop, and maintain contingency plans for handling critical incidents and ensure subordinates are properly trained; organize and schedule public safety dispatch personnel training classes; ensure that POST training mandates are met.
- Participate in the preparation and administration of the public safety communications program budget; submit budget recommendations; monitor expenditures.
- Manage and coordinate various statistical systems, State 911 systems, and ensure accuracy in reporting justifications for State funding.
- Oversee and coordinate improvement plans, installation, implementation, maintenance, etc., of public safety communication systems, devices, and computer programs, including but not limited to digital radio systems, Computer Aided Dispatch System (CAD), California Law Enforcement Teletype System (CLETs), and National Law Enforcement Teletype System (NLETS)
- Assist Information Technology (IT) with the development, review, and update of written manuals and instructions; maintain and update computer-aided dispatch data tables and reformatters.

- Answer questions and provide information to the public; investigate citizen complaints regarding services provided; recommend corrective action as necessary to resolve complaints.
- Act as a liaison with other agencies and the general public; attend a variety of meetings as required.
- Testify in court, as needed.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Communicate clearly and concisely, both orally and in writing.
- Sound judgement and attention to detail.
- Able to use a personal computer, telephone, and electronic devices.
- Maintain prompt and regular attendance.
- Perform any other tasks or functions deemed necessary to the daily operations of the employer.
- Other duties as assigned.
- This position is always evolving. Therefore, employer reserves the right to modify this job description as necessary.

THE ABOVE LIST OF ESSENTIAL FUNCTIONS IS NOT EXHAUSTIVE AND MAY BE SUPPLEMENTED AS NECESSARY BY THE EMPLOYER.

WORKING CONDITIONS: Position requires prolonged sitting, standing, walking, reaching, twisting, turning, kneeling, bending, squatting, and stooping in the performance of daily office activities. The position also requires grasping, repetitive hand movement, and fine coordination in preparing statistical reports and data, using a computer keyboard. Additionally, the position requires near and far vision in reading correspondence and using the computer, and acute hearing is required when providing phone and face-to-face service. The need to lift, drag, and push files, paper, and documents weighing up to 50 pounds also is required.

EXPERIENCE AND TRAINING GUIDELINES

A combination of experience and training that would likely provide the required knowledge and abilities is qualifying. The employee must have the knowledge of:

- Principles of supervision, training, and performance evaluation.
- Operations, services, and activities of a public safety communications program.
- Modern radio communication systems including telecommunications systems and 911 systems.
- Radio broadcasting and dispatching procedures and rules.
- Pertinent Federal, State, and local laws, codes, and regulations including Federal Communications Commission rules and regulations governing the operation of radio telephone transmitting and receiving systems.
- Police codes, practices, and methods.
- Budgeting procedures and techniques.
- Departmental policies and procedures for service requests.
- Modern office procedures, methods, and computer equipment.
- Principles and procedures of record keeping.

- Research and analytical skills.

Ability to:

- Effectively administer a variety of public safety communication program activities.
- Prepare and administer a budget.
- Supervise, train, and evaluate assigned staff.
- Conduct detailed investigations of citizen complaints.
- Effectively and courteously interact with the public.
- Maintain public relations.
- Operate dispatch, teletype, and other office equipment.

Experience: Four years of public safety dispatching experience, including eighteen months of lead supervisory responsibility.

Education: Equivalent to an Associate of Arts degree with major course work in management, police administration, police science or a related field. Years of experience may be substituted for training on a year for year basis.

Licenses/Certifications: Possession of, and continuously throughout employment, a valid CA Class "C" Driver's license or equivalent. Possession of a POST Public Safety Dispatcher Certificate.

SUPPLEMENTAL INFORMATION:

Successful candidates will be required to pass a drug screening, fingerprint screening, physical examination and a background investigation conducted by the Fontana Police Department. In addition, incumbents are required to complete a Statement of Economic Interest Form (700 Form) annually and ethics training bi-annually, pursuant to AB 1234.