

**FIRE COMMUNICATIONS SUPERVISOR**

(Competitive Class)

**DISTINGUISHING FEATURES OF THE CLASS**

This class encompasses a highly responsible position, the major responsibilities of which include managing the operations of the Fire Communications Division and supervising all employees assigned to the division. The Fire Communications Supervisor provides for division training needs and reviews the work of subordinates to ensure that dispatching operations are performed in accordance with established departmental procedures. The incumbent of this class also provides for the accuracy and maintenance of division records. The Fire Communications Supervisor works with a high degree of independence and reports to and has work reviewed by a superior officer as designated by the Fire Chief.

**EXAMPLES OF WORK**

Examples listed below are illustrative only. They are not intended to include all duties which may be assigned, neither are they intended to exclude other duties which may be logical assignments to this class.

Plans, organizes and manages the operations of the fire communications division with respect to employees and equipment. Observes and conducts inspections of division operations, equipment and personnel. Evaluates the effectiveness of operations and takes appropriate action to correct or improve problem areas. Recommends management policies, goals and objectives to a superior officer in order to improve division operations. Participates in the research and planning for programs and activities of the department.

Handles complaints and answers questions from the public concerning communications division problems or procedures. Recommends changes in department operations that will help the city obtain favorable fire insurance ratings. Participates in conferences, conventions and other educational meetings. Keeps informed on local trends and modern fire service administrative practices that may impact the department. Gives reports, offers advice and makes recommendations on behalf of the communications division when in attendance at departmental or outside meetings.

Supervises all subordinate dispatching personnel assigned to the fire communications division. Holds meetings with division personnel in order to receive reports, disburse information or inspect appearance. Supervises shift changes by ensuring that incoming and out-going shifts are properly briefed. Delegates authority and assigns work or duty areas to subordinates. Approves leave and sets work schedules, ensuring that shifts are properly manned. Evaluates employee's work performance and writes employee evaluation reports. Promotes peace and harmony within the department by resolving employee complaints, counseling employees who are experiencing work problems and maintaining discipline.

Reports daily to a superior officer on the status of division personnel. Conducts interviews with prospective employees and makes recommendations for hiring.

Oversees the operation of the communications system, including CAD, to ensure that proper procedures are being followed. Receives and supervises the handling of emergency and non-emergency calls. Supervises subordinates as they determine unit to be dispatched, reply to radio requests for information from emergency units and track the location and condition of firefighting equipment and crews at all times. Notifies specified officers, special units and designated agencies of all working fires and emergency situations. Supervises subordinates to ensure that information is entered into computer system using appropriate codes and signals. Enforces division compliance with FCC regulations. Monitors incoming fire and emergency calls for quality assurance. Provides technical assistance and back-up support as needed. Prepares training materials and personally conducts formal or on-the-job training in the operation of communications equipment, CAD and dispatch procedures.

Supervises the accurate preparation and maintenance of division records and reports by reviewing reports completed by subordinates and periodically inspecting systems and facilities for maintaining such. Reviews incoming communications making assignments to staff and writing notes as necessary in order to route work to the appropriate location or person. Develops new forms or revises old ones in order to improve the efficiency of documentation. Personally completes any forms or records as required. Compiles and analyzes data needed to write reports concerning division operations. Keeps all clocks correctly set with official department time so that records and reports will be uniform. Writes letters to address requests, take care of problems or handle other needs of the communications division.

Performs and supervises the testing of fire radios, fire telephones, bell alarms and individual paging systems to ensure proper readiness for service. Conducts and supervises testing of recording system equipment. Supervises the general care, maintenance, inspection and use of communications equipment, providing for the repair of any malfunctioning equipment. Inspects equipment after repairs to see that repairs were properly accomplished. Orders, stores and disburses all supplies and equipment needed by the division. Writes specifications for and recommends the purchase of new communications equipment.

Performs any related duties assigned.

#### **QUALIFICATION REQUIREMENTS**

Unless otherwise specified, all requirements listed below must be met by the filing deadline for application for admission to the examination.

Must meet all requirements of the Municipal Fire and Police Civil Service Law, including being a citizen of the United States, and of legal age.

After offer of employment, but before beginning work in this class, must pass a physical examination, the selection and administration of which shall be authorized by the Appointing Authority, designed to demonstrate good health and physical fitness sufficient to perform the essential duties of the position, with or without accommodation.

Applicant must possess one of the following: high school diploma, general educational development (G.E.D.) certificate, high school transcript, affidavit from the issuing high school, associates or bachelors degree, or college transcript, any one of which must indicate that graduation has occurred or a degree awarded. A certification of completion shall not be sufficient to substitute for a diploma or G.E.D. certificate.

Must maintain a valid driver's license.

Must possess at least five (5) years of full-time experience in operating fire department communications equipment with a paid fire department.

Must be certified as a Public Safety Telecommunicator I by APCO or another accredited agency.

Must be certified as an Emergency Medical Dispatcher by APCO or another accredited agency.

Must be certified as a Communication Training Officer by APCO or another accredited agency.

Must be certified as a Communication Center Supervisor by APCO or another accredited agency.

Must be certified as a Fire Service Communication by APCO or another accredited agency.

Must be certified as a Public Safety Telecommunicator I Instructor by APCO or another accredited agency.

Must be certified as an EMD instructor by APCO or another accredited agency.

Must be able to type twenty five (25) words per minute.