

# City of Lake City, FL

## Classification Description

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Classification Title: COMMUNICATION SUPERVISOR  
Department: PUBLIC SAFETY

Pay Grade: 8  
FLSA Status: Non-Exempt

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### General Description

This is responsible work involving primary supervision, knowledge and direction in dispatching police and fire units to emergencies, assisting the public and providing information to officer through statewide computer systems and complaint desk activities. Work is performed under the supervision of a Lieutenant.

### Nature of Work

#### Essential Functions:

- Performs all key tasks and duties of the Communication Officer.
- Supervises personnel and plans work assignments to ensure that the City's service and production expectations are achieved.
- Evaluates shift operations through personal observation, recommends improvements or modifications to work practices or performance.
- Works proactively with staff to resolve performance or personnel issues at the lowest level.
- Conducts employee evaluations, reviews and approves employee timesheets, and investigates and resolves complaints or problems.
- Identifies issues and implements basic corrective action including oral counseling and oral warnings; discusses need for further corrective action with immediate supervisor and/or chain of command.
- Coordinates major incidents to ensure that proper notifications are made; assists in call handling if necessary and coordinates with Incident Command.
- Stays regularly aware of employee actions and behavior for signs of stress, coping and general emotional well-being; specifically watches for these signs during or any time after high stress and major incidents.
- Responds to law enforcement requests for information, monitors several public safety authorities to coordinate dispatching of services between two or more agencies.

## COMMUNICATION SUPERVISOR

- Ensures technical equipment is properly maintained, regularly serviced and fully functional.
- Reviews Law Enforcement/Fire/EMS calls for compliance to protocol, citizen evaluation surveys, etc.
- Completes a variety of reports and correspondence relating to dispatch activities in a timely manner, such as investigations, inquiries or preparation of documents for court purposes including CAD reports, ANI/ALI reports, etc.
- In case of emergency or other necessity, works with City I.T. to transfer Operations to and sets up the Dispatch Operations back-up center and shuts down dispatch activities at main location.
- Regular attendance is needed to ensure personnel observations of all shifts, ensure oversight of continuity of operations of personnel and responsibilities.
- Maintains knowledge, standards and proofs for Accreditation purposes.

(These essential job functions are not to be construed as a complete statement of all duties performed. Employees will be required to perform other job related marginal duties as required.)

### Minimum Qualifications:

#### Knowledge, Skills and Abilities:

- Knowledge of the operating characteristics of the communications equipment used in the system.
- Knowledge of the functions, procedures, policies and regulations of the communications system and of the police department.
- Knowledge of City streets and landmarks.
- Ability to elicit information necessary for proper dispatching from citizens in a distressed or confused condition.
- Ability to assess people and situations and use judgment in decision making.
- Ability to establish and maintain effective working relations with co-workers and the general public.
- Ability to understand and express ideas clearly and concisely, orally and in writing.
- Ability to speak clearly, distinctly and politely.
- Ability to access, input and retrieve information from a computer.
- Sufficient manual dexterity to develop skill in the operation of equipment utilized in the system.
- Skill in the efficient operation of the communication and retrieval equipment in the system

Education and Experience:

Must have high school diploma or possess a general education diploma (GED) and have a minimum of three (3) years of progressively responsible communications dispatching experience in a comparable public safety dispatching center. Must have current FCIC/NCIC certification.

Licenses, Certifications or Registrations:

- FCIC/NCIC Certified
- Must possess a valid Florida Driver's License

Essential Physical Skills

- Acceptable eyesight (with or without correction)
- Acceptable hearing (without hearing aid)
- Ability to communicate both orally and in writing
- Ability to access, input and retrieve information from a computer
- Ability to type accurately
- Listening
- Ability to enter data at a prescribed rate of speed

Environmental Conditions:

- Works inside in an office environment under stressful conditions.

(Reasonable accommodations will be made for otherwise qualified individuals with a disability.)

**SELECTION GUIDELINES:** Formal application, rating of education and experience; oral interview and reference check; job related tests might be required. The job description does not constitute an employment agreement with the employer, and requirements of the job may change. By signing below, I am indicating I have read and concur with the above description of my job.

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature