



## Town of Oro Valley Classification Description

Title: **PUBLIC SAFETY TELECOMMUNICATIONS  
SUPERVISOR**

Department: Police

Salary Grade: 115

Job Code: 2911

FLSA Status: Non-Exempt

### **POSITION SUMMARY:**

The fundamental reason this classification exists is to oversee police communications activities of Public Safety Telecommunicators. Work is generally performed independently within established policies and procedures and is reviewed by the Communications Manager by evaluation of effectiveness in accomplishing work objectives. This position assumes a level in the chain of command structure.

### **ESSENTIAL JOB FUNCTIONS:**

- Monitors, supervises and evaluates the activities of the Public Safety Telecommunicators assigned to their team.
- Prepares and implements work schedules and assignments of Public Safety Telecommunicators.
- Provides quality control over all operations in the Communications Center.
- Develops strategies for more efficient daily operations.
- Identifies and coordinates training needs of individuals assigned to their team.
- Communicates policies and procedures to team members.
- Assists in complex problems and difficult situations.
- Provides system support and routine maintenance of all equipment.
- Assists in recruiting, selection and training of new employees.
- Assists Public Safety Telecommunicators in providing service that is consistent with the goals and Mission Statement of the Oro Valley Police Department.
- Performs other duties as assigned.

### **REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:**

- Knowledge of applicable Town, state and Federal statutes, rules, ordinances, codes, regulations, administrative orders and case law and governing municipal law enforcement.
- Knowledge of town and department policies and procedures.
- Knowledge of all systems used in daily operations.
- Knowledge of supervision principles.

- Ability to strengthen and reinforce a team effort.
- Ability to function as a Public Safety Telecommunicator to augment staffing levels.
- Ability to fairly evaluate performance and recommend improvement plans and/or administer discipline when necessary.
- Skill in training and monitoring subordinates dispatching services.
- Skill in operating automation and related communication equipment utilizing a variety of software and operating systems/applications.
- Skill in quick decision making and correcting emergency situations.
- Skill in assessing, analyzing, identifying and implementing solutions to complex problems.
- Ability to work within deadlines to complete projects and assignments.
- Ability to communicate both verbally and in writing.
- Ability to establish and maintain effective working relationships.

**MINIMUM QUALIFICATIONS:**

- Currently employed as a Public Safety Telecommunicator with a minimum of three (3) years' experience as a Public Safety Telecommunicator.
- Must have successfully completed or complete background investigation.

**ENVIRONMENTAL FACTORS and WORKING CONDITIONS:**

- Work is performed in an indoor environment.