

**Classification Title: Telecommunication Supervisor**

FLSA Status: Exempt

**BRIEF DESCRIPTION:** Directs and supervises the work of County communications staff in receiving and transmitting emergency and non-emergency calls. Ensures continuous coverage and compliance with all federal, state and local regulations.

**ESSENTIAL FUNCTIONS:**

*This information is intended to be descriptive of the key responsibilities of the position. The following examples do not identify all duties performed by any single incumbent.*

S Sedentary	L Light	M Medium	H Heavy	V Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally, 10-25 lbs. frequently, or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

#	Code	Essential Functions
1	S	Monitors radio traffic and telephone call volume and monitors and reviews CAD entries to ensure compliance with procedures. Ensures timely dispatch of pending calls and makes decisions regarding response of Deputies to calls. Answers calls as necessary.
2	S	Ensures staff coverage and determines if additional staff are needed. Monitors equipment and reports technical difficulties.
3	M	Repairs computers, consoles and telephones. Moves equipment as required.
4	L	Retrieves and delivers mail to the appropriate office. Verifies time worked for staff supervised.
5	M	Retrieves daily supplies for the emergency communications center such as paper, ink, notepads, batteries, radios and other essential items.

**CLASSIFICATION REQUIREMENTS:**

CLASSIFICATION REQUIREMENTS	
Education	High school diploma.
Experience	Five years experience as a telecommunicator.
Equivalent Education & Experience Accepted?	Yes
Certification and Other Requirements	SBI DCI Certification, Instructor Certification, Sheriff's Training/Standards Telecommunicator Certification.
Reading	Intermediate
Math	Intermediate

Writing	Intermediate
---------	--------------

CLASSIFICATION REQUIREMENTS	
Managerial	Receives Limited Direction.
Budget Responsibility	Researches documents, compiles data for computer entry, and/or enters or oversees data entry. Has responsibility for monitoring budget expenditures (typically non-discretionary expenditures).
Supervisory / Organizational Control	Work requires supervising and monitoring performance for a regular group of employees or a work unit including providing input on hiring/disciplinary actions and work objectives/effectiveness and realigning work as needed.
Interpersonal / Human Relations Skills	Work requires very frequent and regular contact with others in a direct reporting relationship as well as others outside of a direct reporting relationship. The purpose of the contact is broad reaching and dynamic and may include the communication of specific issues and/or general policies. Interaction with others outside of the department requires exercising participative management and negotiation skills that support County strategy and organizational goals. Work also requires the communication with direct reports to ensure maximum productivity in work assignments. Makes presentations and answers questions with regard to presentation materials and findings.

**OVERALL PHYSICAL STRENGTH DEMANDS:**

Sedentary	Light	X Medium	Heavy	Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally, 10-25 lbs. frequently, or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

**MACHINES, TOOLS, EQUIPMENT, AND WORK AIDS:**

Communications equipment, cameras, computers, printers and related software

PRIMARY WORK LOCATION	
X Office Environment	Shop
Clinic	Vehicle
Recreation Centers/Neighborhood Centers	Warehouse
Outdoors (see 1 below)	Other (see 2 below)

(1) N/A

(2) N/A

**PROTECTIVE EQUIPMENT REQUIRED:**

Hearing and eye protection, gloves