



City of Tempe

REAL TIME OPERATIONS CENTER SUPERVISOR

JOB CLASSIFICATION INFORMATION

<i>Job Code:</i>	643	<i>Department:</i>	Police
<i>Supervision Level:</i>	Supervisor	<i>State Retirement Group:</i>	ASRS
<i>Status:</i>	Classified	<i>Market Group:</i>	Communications Supervisor
<i>Safety Sensitive / Drug Screen:</i>	Yes	<i>Physical:</i>	No

Click [here](#) for more job classification information including current salary range.

*Drug screen required when assigned to the Police Department.

REPORTING RELATIONSHIPS

Receives general supervision from supervisory or management staff. Provides supervision to assigned staff.

MINIMUM QUALIFICATIONS

<i>Experience:</i>	Three (3) years of experience in law enforcement or public administration. One (1) year of lead or supervisory experience.
<i>Education:</i>	High school diploma, GED or equivalency.
<i>License / Certification:</i>	<ul style="list-style-type: none"> • Possession of or required to obtain within six (6) months of hire, an Arizona Terminal Operator Certification Level B. • Possession of a valid driver’s license.
<i>Additional:</i>	Must pass a police polygraph and background examination.

ESSENTIAL JOB FUNCTIONS

Essential job functions are the fundamental duties of a position: the things a person holding the job absolutely must be able to do.

To actively support and uphold the City’s stated mission and values. To perform a variety of complex duties to support priority calls for service by gathering and disseminating critical information in real time to first responders and public safety supervisors who are responsible for the management of public safety emergencies. The Real Time Operations Center (RTOC) Supervisor plans, organizes and serves as a working first-line supervisor for Operators and others assigned to the Police Department Real Time Operations Center in addition to responsibilities for the daily operation of the unit and immediate supervision of RTOC Operators.

OTHER DUTIES AS ASSIGNED

Please note this job description is not designed to cover or contain a comprehensive listing of all activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

- Oversees and monitors the daily operations of the Real Time Operations Center (RTOC).
- Operates as a working supervisor, performing all essential functions and responsibilities of an RTOC Operator
- Supervises employees and coordinates personnel-related activities to include, but not limited to training; developing and approving work schedules; recommending/approving personnel actions; coaching, counseling, and taking disciplinary action; establishing performance goals; and writing performance evaluations.
- Troubleshoots minor equipment problems and requests repairs as necessary.
- Communicates significant incidents through the chain of command.
- Provides recommendations related to department policies and RTOC training content.
- Prepares statistical reports on a recurring basis.
- Manages and performs project work as assigned.
- Demonstrates strong attention to detail and provides direction to RTOC Operators performing the core functions of the position.
- Exercise judgment and demonstrate speed, fluidity, and accuracy in concurrently operating multiple technologies under stressful and time pressure conditions.
- Appropriately apply the department's Records Management System suite of applications, Computer Aided Dispatch software, Evidence.com evidence management software, and other task specific software packages.
- As required, produces written reports.
- Maintains confidentiality and security of highly sensitive information and other records.
- Serves as a liaison with other RTOCs and assists law enforcement agencies requiring real time Tempe Police Department information.
- Creates and manages spreadsheets and other analytical tools as needed.
- Performs other duties as assigned.

COMPETENCIES

<i>CLASSIFICATION LEVEL</i>	<i>INCLUDES</i>	<i>COMPETENCIES</i>
Foundational	All Employees	Inclusion, Communication, Interpersonal Skills, Integrity, Professionalism, and Willingness to Learn
Non-Supervisory	In Addition >	Teamwork, Customer Service, Initiative, and Dependability / Reliability
Supervisory	In Addition >	Staffing, Monitoring Work, Delegating, Development / Mentoring, and Support Others
Manager	In Addition >	Preparing / Evaluating Budgets, Monitoring / Controlling Resources, and Motivating / Inspiring

Deputy Director	In Addition >	Entrepreneurship and Networking
Director	In Addition >	Organizational Vision
<p><i>For more information about the City of Tempe's competencies for all classifications:</i> City of Tempe, AZ : Competencies</p>		

JOB DESCRIPTION HISTORY
<i>Effective December 2023</i>