



City of Tempe

COMMUNICATIONS SUPERVISOR

| JOB CLASSIFICATION INFORMATION | | | |
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| <i>Job Code:</i> | 268 | <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.

| REPORTING RELATIONSHIPS |
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| Receives general supervision from Communications Manager and other supervisory or management staff. |
| Exercises direct supervision over Communications Dispatcher I+ and II+ staff including trainees assigned to a designated shift. |

| MINIMUM QUALIFICATIONS | |
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| <i>Experience:</i> | Two (2) years of experience in dispatching, receiving and/or processing emergency public service calls in a Computer Aided Dispatch (CAD) systems, 911, or Public Safety environment at least one (1) year of one-on-one new hire floor training and/or providing direct supervision in a Public Safety Emergency Communications Center (ECC) environment. |
| <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 or promotion the Association of Public-Safety Communications Officials (APCO) Institute Communications Supervisor Certification. ● Possession of or required to obtain within six (6) months of hire or promotion, a Terminal Operator Certification awarded by Arizona Department of Public Safety. ● Required to obtain within six (6) months of hire or promotion, a ICS100, ICS200, ICS700, and ICS800 certification. |
| <i>Additional:</i> | Must pass police polygraph and background examination. |

| ESSENTIAL JOB FUNCTIONS |
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| Essential job functions are the fundamental duties of a position: the things a person holding the job absolutely must be able to do. |
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To actively support and uphold the City's stated mission and values. To plan, organize and supervise emergency communications operations (i.e., 911 call center and dispatch functions) within the Communications Bureau for an assigned shift, and to perform the more complex duties related to emergency communications. Depending on assignment, this classification may be responsible for developing, implementing, and coordinating curriculum development, program management, hiring, special projects and acting as the liaison to other agencies and entities.

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.

- Provide direct supervision, mentoring and development to assigned staff.
- Plan, prioritize, assign, supervise and review the work of staff involved in emergency communications for an assigned shift; develop staff work schedules and make daily work assignments.
- Prepare subordinates' performance evaluations and confer with subordinates to review goals and progress; counsel staff; prepare, administer or oversee appropriate remedial training, instruction and discipline of subordinates as necessary; address issues and conflicts among subordinates, emergency responders and other agencies.
- Investigate and resolve complaints by communicating with the general public, subordinates, peers, supervisors, and other agencies; utilize sophisticated logging recorder equipment to document complaints; recommend corrective action as necessary.
- Investigate and document unusual and/or "major events" and provide appropriate notification.
- Determine the correct call outs of off-duty police and volunteer personnel by assessing the seriousness of the situation within the constraints of procedures.
- Make sound decisions and react quickly and positively under stressful conditions, which typically entail the life or well-being of a citizen or officer; remember details and procedures to appropriately apply them instantly in emergency situations.
- Model appropriate professional supervisory conduct; maintain appropriate confidentiality of sensitive information; comply with and support City policies and procedures as well as provisions in the applicable Memorandum of Understanding (MOU).
- Evaluate operations and activities of assigned responsibilities; recommend improvements and modifications.
- Collaborate with Communications Manager and other Communications Supervisors regarding supervisory and administrative concerns.
- Act as liaison to the media during evening and weekend hours; answer questions and provide information to other staff in the Tempe Police Department, the public, other police agencies, other City departments, or other federal, local and state agencies.
- Prepare regular and special reports on operations and activities.
- Monitor and troubleshoot electronic communications equipment; coordinate repairs with various contracted technicians, as necessary; ensure maintenance of secure, orderly premises.
- Process tape requests.

- Perform duties of Communications Dispatcher as necessary, demonstrating associated competencies, as required.
- Build and maintain respectful, positive working relationships with staff, supervisors, outside agencies and the public using principles of good customer service; provide effective conflict resolution, as needed.
- Provide pro-active performance planning utilizing performance management tools.
- Perform other related duties as assigned.

When assigned as the Technical Supervisor:

- Maintain Computer Telephony Integrated (CTI) phone database and administrative functions; act as liaison with other departments and entities with camera access; and act as liaison for public safety equipment and repair vendors.
- Maintain Computer Aided Dispatch (CAD) system databases and administrative functions; modify, update, and perform upgrade functions to CAD as necessary; and maintain, update, and perform upgrade to the associated CAD and MDT mapping functions.
- Assist with special projects.
- Maintain and update Business Continuity Plan; conduct routine checks of all equipment at offsite facilities to ensure equipment is operational – emergency evacuation sites (Emergency Operation Center and 8201 S Hardy).
- Participate and make recommendations in the development and implementation of department, division or bureau goals and objectives / policies and procedures.
- Research and evaluate public safety programs, policies and technologies based on current research and best practices.
- Act as liaison for special events, unusual occurrences, and large gatherings between other police divisions, city departments and outside public safety agencies.
- Communicate with other public safety agencies and government entities regarding public safety issues; and participate as a member in national and local Communications organizations.

When assigned as the Training Supervisor:

- Collaborate with Communications Manager in analyzing and planning employment standards, training, and associated examination.
- Compose, assemble, procure, and coordinate use of instructional documents for the training process, which meet applicable Federal, State and local rules and regulations.
- Deliver individual and group instruction to Communications staff, Police Academy cadets, and Police Citizen Academy participants.
- Coordinate other instructors, as necessary or directed.
- Establish and maintain training manual and automated records of staff instruction and certification.
- Provide remedial instruction to personnel when necessary.
- Develop and implement a continuing education program for communications personnel to include training updates, policies and procedures.

PHYSICAL DEMANDS AND WORK ENVIRONMENT

- Work in a stationary position for considerable periods of time;
- Operates computers, calculators and other office machines;
- Extensive reading and close vision work;
- May require working extended hours.

COMPETENCIES

| CLASSIFICATION LEVEL | INCLUDES | COMPETENCIES |
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| 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

Effective December 1998
Revised November 2001 (range adj due to market)
Revised January 2002 (title changed)
Revised June 2002 (update minimum qualifications)
Revised July 2009 (update duties, assigned to areas and minimum qualifications)
Revised December 2019 (update minimum quals and job duties)
Revised April 2021 (update minimum quals)
Revised August 2022 (update minimum quals – work experience)