

City of Fort Worth, Texas

Job Description

Classification Title	Communication Shift Supervisor		
Job Code:	PS5041	Job Family:	Public Safety
Pay Grade	513	Date Reviewed:	06/14/2015
FLSA Status	Nonexempt	Date Revised:	11/18/2024

GENERAL SUMMARY

Supervises and coordinates public safety emergency communication and dispatch program activities and operations within the Police Department on an assigned shift. Coordinates assigned activities with other divisions, outside agencies and the general public.

ESSENTIAL DUTIES & RESPONSIBILITIES

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job. Incumbents may be requested to perform job-related tasks other than those specifically presented in this description.

1. Directs, coordinates and reviews the work for public safety communication and dispatch services and activities on an assigned shift. Assigns work activities and projects and monitors work flow. Reviews and evaluates work products, methods and procedures and meets with employees to identify and resolve problems.
2. Communicates emergency notification details to Command staff either by direct phone contact or by using the blackboard connect program to make bulk notifications. Notifies the Department Public Relations team (PRO) team of newsworthy events to allow the PIO to effectively respond to media requests.
3. Monitors radio channels for special events. Provides emergency overtime/call back when necessary. Takes over operation during emergency or critical situations. Makes decisions on the correct response and assignment of emergency resources.
4. Monitors and evaluates the quality, responsiveness, efficiency and effectiveness of assigned emergency communication programs, service delivery methods and procedures.
5. Coordinates and oversees the operations of the Police Information Center on an assigned shift including the performance of criminal history checks and the accessing of various criminal information.
6. Assists in implementation of goals and objectives for the public safety communication center.
7. Audits and approves payroll on a weekly basis as well as manage an employee schedules and assign them.
8. Monitors the operation of various emergency response, recording and dispatching equipment; determines and schedules needed maintenance and repair.

9. Gathers, compiles, records and reports all data relating to public safety emergency response and dispatching activities; ensures timely response to calls and determine needed improvements.
10. Performs other duties as required.
11. Adheres to assigned work schedule as outlined in the Department and City attendance policies and procedures; ensures all behaviors comply with the City's Personnel Rules and Regulations.

KNOWLEDGE, SKILLS & ABILITIES

- **Knowledge of:**

- City of Fort Worth Personnel Rules and Regulations.
- Police Department General Orders.
- Communications Division Standard Operating Procedures.
- Operational characteristics, services and activities of a public safety emergency response and dispatch program.
- Methods and techniques of emergency call response and dispatching.
- Operational characteristics of various emergency recording and dispatching equipment.
- Operations and services of a Police Information Center.
- Modern office procedures, methods and computer equipment.
- Geography and surrounding area of the City.
- Modern and complex principles and practices of emergency dispatch training.
- Principles of municipal budget preparation and control.
- Principles of supervision, training and performance evaluation.
- Pertinent Federal, State and local laws, codes and regulations.
- Enterprises Resource Planning.

- **Skill in:**

- Data entry.
- Record Keeping.
- Organizational.
- Attention to detail.
- Listening.
- Make Observations.
- Operate assigned equipment.

- **Ability to:**

- Supervise, direct and coordinate the work of subordinate employees on an assigned shift.
- Select, supervise, train and evaluate subordinate employees.
- Recommend and implement goals and objectives for providing effective public safety emergency response services on an assigned shift.
- Direct and oversee the operations of the Police Information Center on an assigned shift.
- Gather, compile, record and report all data relating to dispatching activities.
- Interpret and explain City emergency response policies and procedures.
- Prepare clear and concise reports.

- Communicate clearly and effectively, both orally and in writing.

MINIMUM JOB REQUIREMENTS

HS Diploma/GED supplemented by specialized training in emergency dispatch or a related field and four years of responsible public safety emergency response and dispatch experience, including one year of administrative and/or lead supervisory experience.

OTHER REQUIREMENTS

Must possess a current Texas Commission on Law Enforcement (TCOLE) Advanced or above Telecommunicator Proficiency Certification at time of job offer.

Must be a Certified Communications Training Officer (CTO) at the time of job offer.

Must meet CJIS requirements.

WORKING CONDITIONS

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Depending on assignment, positions in this class typically require touching, talking, hearing, seeing, grasping, standing, stooping, kneeling, crouching, reaching, walking and repetitive motions.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Sedentary Work – Depending on assignment, positions in this class typically exert up to 10 pounds of force occasionally, a negligible amount of force frequently, and/or or constantly having to lift, carry, push, pull or otherwise move objects. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.