



VACANCY ANNOUNCEMENT*
***PENDING COUNCIL APPROVAL**

Job Title: Emergency Communications Supervisor

Opening Date: January 15, 2025
Closing Date: Open until filled

Salary: \$65,253 - \$84,829 annually based on experience
Full-Time with benefits

Department: Police Department Communications Division at the Public Safety Center

JOB SUMMARY

Under general supervision, the incumbent will be responsible for overseeing the day-to-day operations and management of the Emergency Communications Division, providing dispatch and other communication support services involving police, fire, Emergency Medical Services, and other city public safety responders.

Education and Experience:

- A high school diploma, GED, or equivalent
- Six (6) years of public safety dispatch experience, including two (2) years at the level of a Dispatcher II or Lead Dispatcher.

License or Certificate (must already possess or have the ability to obtain and maintain throughout employment):

- valid Oklahoma driver's license
- Communications Officer I certification from the Association of Central Oklahoma Governments (ACOG)
- Certified Training Officer certification from the Association of Central Oklahoma Governments (ACOG)
- Emergency Medical Dispatch certification through Priority Dispatch
- Emergency Medical Dispatch-Quality Assurance certification through Priority Dispatch

ALL APPLICANTS MUST COMPLETE AN APPLICATION

Application and additional information about this job can be found at <https://www.cityofmoore.com/departments/jobs>

NOTE: Selected applicant must pass a background investigation and drug screen.

If you require a reasonable accommodation in completing this application, interviewing, completing any pre-employment testing, or otherwise participating in the employee selection process, please direct your inquiries to Christine Jolly, Director of Human Resources at hr1@cityofmoore.com or 405.793.5004.

City of Moore is an Equal Opportunity Employer

CITY OF MOORE

Job Description

Emergency Communications Supervisor

Job Code: 7312
Exempt: Yes
Department: Police Department Communications Division
Reports To: Support Services Major
Location: Public Safety Center
Date Approved: May 05, 2016
Date Revision: February 3, 2025 (Pending Council Approval)

GENERAL DESCRIPTION OF POSITION

Under general supervision, this position is responsible for overseeing the day-to-day operation and management of the Emergency Communications Division, providing dispatch and other communication support services involving police, fire, Emergency Medical Services, and other city public safety responders.

Incumbent will be responsible for administering policies and procedures; hiring, training, developing, mentoring, disciplining, scheduling, and maintaining adequate staffing; preparing budgets; serving as liaison to vendors and other agencies; maintaining and monitoring equipment, supplies, technical software, programs and dispatch protocols.

Other duties include being the subject matter expert for all dispatch and communications which requires remaining current on all required certificates in order to respond to all types of emergency and non-emergency services.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Provide leadership and oversight of the communications program. This duty is performed daily, about 25% of the time.
2. Coordinate training needs for new employees and those placed on Performance Improvement Plans with the Communications Officer Training Coordinator to ensure training plans provide critical skills while providing adequate shift coverage. This duty is performed as needed, about 10% of the time.
3. Direct and manage activities and work of the Division by ensuring the Emergency Communications Lead Dispatchers are setting schedules, reviewing work, approving leave, and reviewing performance in alignment with division, department, and city goals, objectives, policies, and procedures. This duty is performed daily, about 30% of the time.
4. Advises staff on difficult issues and makes decisions on exceptional situations in order to manage and implement appropriate services and community assistance. This duty is performed as needed, approximately 5% of the time.

5. Review communications operations to identify and recommend technical and operational training needs. This duty is performed as needed, about 10% of the time.
6. Perform quality assurance reviews and implement corrective measures where indicated. This duty is performed monthly, about 5% of the time.
7. Perform all essential and marginal functions of the Emergency Communications Dispatcher and Emergency Communications Lead Dispatcher positions. This duty is performed as needed, about 5% of the time.
8. Assist in the development and implementation of the Department's budget. This duty is performed annually, about 5% of the time.
9. Develop policies and procedures for Department responsibilities; recommend and implement call-taker/dispatch protocols; inform staff of changes involving personnel, policies, procedures, and protocols.. This duty is performed as needed, about 10% of the time.
10. Good attendance is required. This duty is performed daily.
11. Work in a manner safe to the individual and other people; keeps work area clean and safe; follows safety rules and safe work practices; uses safety equipment as required. This duty is performed daily.
12. Confidentiality is required. This duty is performed daily.
13. Perform any other related duties as required or assigned.

INITIATIVE AND INGENUITY

SUPERVISION RECEIVED

Under direction where a definite objective is set up and the employee plans and arranges own work, referring only unusual cases to supervisor.

PLANNING

Considerable responsibility with regard to general assignments in planning time, method, manner, and/or sequence of performance of own work; may also occasionally assist in the planning of work assignments performed by others within a limited area of operation.

DECISION MAKING

Performs work operations which permit frequent opportunity for decision-making of minor importance and also frequent opportunity for decision-making of major importance; the latter of which would affect the work operations of other employees and/or clientele to a moderate degree.

MENTAL DEMAND

Very close mental demand. Operations requiring very close and continuous attention for control of operations which require a high degree of coordination or immediate response. Operations requiring

intermittent direct thinking to determine or select the most applicable way of handling situations regarding the organization's administration and operations; also to determine or select material and equipment where highly variable sequences are involved.

ANALYTICAL ABILITY / PROBLEM SOLVING

Directed. Supervisory and/or professional skills using structured practices or policies and directed as to execution and review. Interpolation of learned things in moderately varied situations where reasoning and decision-making are essential.

SUPERVISORY RESPONSIBILITIES

Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities may include but not limited to interviewing, hiring and training employees; planning,

Supervises a mid-size group (4-6) of employees in Lead Dispatcher and Training Coordinator classifications. Assigns and checks work; assists and instructs as required, but performs same work as those supervised, or closely related work, some of the time. Content of the work supervised is of a technical nature and varies greatly in complexity.

RESPONSIBILITY FOR FUNDS, PROPERTY and EQUIPMENT

Occasionally responsible for organization's property where carelessness, error, or misappropriation would result in moderate damage or moderate monetary loss to the organization. The total value for the above would range from \$5,000 to \$150,000.

ACCURACY

Probable errors would normally not be detected in succeeding operations and could possibly affect organization-patron relationship, involve re-work, or additional expenditures in order to properly resolve the error. The possibility of such errors would occur quite frequently in performance of the job. May also cause inaccuracies or incomplete information that would be used in other segments of the organization as a basis for making subsequent decisions, plans, or actions.

ACCOUNTABILITY

FREEDOM TO ACT

Directed. Freedom to complete duties as defined by wide-ranging policies and precedents with mid to upper-level managerial oversight.

ANNUAL MONETARY IMPACT

None. Job does not create any dollar monetary impact for the organization.

IMPACT ON END RESULTS

Moderate impact. Job has a definite impact on the organization's end results. Participates with others in taking action for a department and/or total organization.

PUBLIC CONTACT

Regular contacts with patrons where the contacts are initiated by the employee. Involves both furnishing and obtaining information and, also, attempting to influence the decisions of those persons contacted. Contacts of considerable importance and of such nature, that failure to exercise proper judgment may result in important tangible or intangible losses to the organization.

EMPLOYEE CONTACT

Contacts with other departments or offices and also frequently with individuals in middle level positions; consulting on problems which necessitate judgment and tact in presentation to obtain cooperation or approval of action to be taken. Also, important contacts with associates as required in advanced supervisory jobs.

USE OF MACHINES, EQUIPMENT AND/OR COMPUTERS

Regular use of complex machines and equipment (desktop/laptop computer and software, road and production machines and equipment, driver's license/cdl, etc.)

WORKING CONDITIONS

Normal working conditions as found within an office setting, wherein there is controlled temperature and a low noise level, plus a minimum of distractions.

ENVIRONMENTAL CONDITIONS

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

The noise level in the work environment is usually moderate.

PHYSICAL ACTIVITIES

The following physical activities 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 and expectations.

Moderate diversity, low physical. Work activities which allow for a moderate amount of diversity in the performance of tasks which are not as varied as those positions with high-level diversity and decision-making.

While performing the functions of this job, the employee is regularly required to sit, talk or hear; frequently required to use hands to finger, handle, or feel; and occasionally required to stand, walk, reach with hands and arms. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision; and color vision.

ADDITIONAL INFORMATION

Knowledge of:

- 911 communications center operations, activities, and systems;
- 911 communications system and related laws and regulations
- Applicable Emergency Medical and Fire dispatch programs, standards, and guidelines
Adult learning and training methods
- Principles, operation, and maintenance of computer databases and geographical information systems
- Pertinent federal, state and local laws, codes and regulations

Ability to:

- Effectively lead, supervisor, train, and evaluate assigned staff
- Direct and oversee the activities of groups of employees
- Think, act, and speak clearly, quickly, and calmly in emergency situations, including effectively communication with those faced with life-threatening situations
- Prioritize calls according to the level of need and importance
- Answer multi-line telephones including 911 lines, and radio traffic simultaneously
- Perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines
- Perform all duties of the Emergency Communications Dispatcher positions
- Troubleshoot and perform minor repairs to electronic equipment and computer software
- Communicate clearly and effectively, both orally and in writing
- Establish and maintain effective working relations with those contacted in the course of work
- Maintain effective audio-visual discernment and perception needed for: making observations, communicating with others, reading and writing, operating assigned equipment
- Maintain effective mental capacity which permits: making sound decisions, using good judgment, utilizing other intellectual capabilities
- Maintain physical condition appropriate to the performance of assigned duties and responsibilities which may include the following: sitting for extended periods of time, operating assigned equipment

Education and Experience Guidelines

Education:

A high school diploma, GED, or equivalent.

Experience:

Six (6) years of public safety dispatch experience, including two years at the level of a Dispatcher II or Lead Dispatcher,

License or Certificate:

Possession of, or the ability to obtain and maintain, a valid Oklahoma driver's license may be required throughout employment.

Possession of, or ability to obtain and maintain, Communications Officer I certification from the Association of Central Oklahoma Governments (ACOG) may be required throughout employment.

Possession of, or ability to obtain and maintain, Certified Training Officer certification from the Association of Central Oklahoma Governments (ACOG) may be required throughout employment.

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Possession of, or ability to obtain and maintain, Emergency Medical Dispatch-Quality Assurance certification through Priority Dispatch may be required throughout employment.

WORKING CONDITIONS

Employee must lift items such as supply boxes. Requires vertically transferring items weighing up to ten (10) pounds.

Employee must carry supplies from one location to another. Requires horizontally transferring items weighing up to ten (10) pounds.

Employee must sit at a workstation for periods of time. Requires tolerance of seated posture for prolonged periods of time.

Employee must operate keyboard. Requires use of hands and fingers for inputting information into computer system.

Employee must view computer screen. Requires use of eyes to read computer screen continuously throughout the day.

Employee works in a City building at a workstation. Employee must tolerate working environment with inside controlled temperatures.

Employee may be required to travel from the office to various sites around the City in a City vehicle.