

TELECOMMUNICATIONS SHIFT SUPERVISOR

DISTINGUISHING FEATURES OF THE CLASS: This is a supervisory position involving responsibility for the proper and efficient operation of the Albany Police and Fire Communications systems. Responsibilities include the receipt of complaints from the public, efficient relay of information to public safety units, and prompt dispatch of equipment and personnel to ensure protection of life and property. Employees in this class are under the direct supervision of the Director of Information Technologies and Communications.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

- Responsible for the enforcement of all Department Rules and Regulations, orders, procedures, discipline, punctuality, attendance, appearance, good order and efficiency of members within his/her assigned shift;
- Supervises shift operations in the Communications Department;
- Makes schedules to ensure adequate staffing for shift coverage;
- Assists dispatchers in unusual events, taking responsibility for the dispatch function when needed;
- Re-prioritizes calls and changes assignments of personnel to meet needs;
- Reports to the Director of Information Technologies and Communications any exceptions to normal operations during the shift;
- Monitors equipment operation, arranges for prompt repairs and works with vendors to ensure work is completed;
- Conducts performance reviews, recommends discipline for employees as required;
- Monitors training to ensure compliance with Department procedures, rules and regulations;
- Prepares written reports as required;
- Maintains records, including reports and work activities;
- Acts as a liaison between other city departments and law enforcement agencies;
- Maintains back up bank card files for hold up calls in case of CAD failure, as well as, updating the CAD Geofile to keep information as up to date as possible;
- Maintains the Master Distribution Portable Radio files for portable radios and batteries;
- Holds roll call and briefings during respective shifts;
- Performs related work as required.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

- Thorough knowledge of telephone, radio, computer and office equipment;
- Thorough knowledge of street locations, physical layout of the city, direction of travel, and locations of public buildings and landmarks;
- Good knowledge of emergency equipment and its use for the police and fire departments;
- Good knowledge of FCC rules and regulations, police and fire department policies and standard operating procedures;
- Good knowledge of CAD and NYSPIN system operations;
- Ability to read and comprehend moderately complex instructions;
- Ability to create and maintain files;
- Ability to give clear, concise instructions and directions;
- Ability to follow directions and the chain of command;
- Ability to be calm in the face of danger or an emergency;
- Possess hearing and speaking ability, judgment and demeanor;
- Employee's physical condition corresponds with the demands of the position;
- Ability to gather facts in formulating objective (removing self from situation) judgments;
- Ability to evaluate patterns of calls for service which may indicate an extraordinary event;
- Ability to work effectively with diverse populations;
- Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

Graduation from high school or possession of a high school equivalency diploma and one (1) years permanent competitive class status as a Telecommunications Senior Dispatcher with the City of Albany immediately preceding the date of the examination.

Background Investigation: Candidates may be subject to a thorough background investigation to determine suitability for appointment. Applicants may be required to authorize access to educational, employment, criminal history and other records check as part of such investigation. Criminal convictions and other offenses are subject to evaluation and may result in disqualification. Applicant will be required to submit the necessary fees for the fingerprint processing, where required.

Special Note:

Must be certified in CPR and Emergency Medical Dispatch protocol;

NOTE: Position may require ability to work Saturdays, Sundays, and holidays; and able to work shift assignments during the day, evening and nights.