



Job title	TELECOMMUNICATIONS SUPERVISOR
Reports to	<i>Patrol Sergeant</i>
Classification/ Compensation	<i>DISP4/GRADE 13</i>
FLSA STATUS	<i>NON-EXEMPT</i>

Job Purpose

The Police Communications/Dispatch Supervisor is a supervisory level non-sworn technical and complex clerical support classification associated with law enforcement support services assigned in the Mathis Police Department to direct and perform a variety of responsible records management, communications and dispatching duties for emergency and non-emergency calls for service.

Duties and Responsibilities

Duties may include, but are not limited to, the following:

- Plans, assigns, supervises and evaluates the work of subordinate staff who receive and transmit routine and emergency telephone and radio voice messages, dispatch required equipment, operate computer-aided dispatch equipment and manage police records
- Coordinates communications involving major emergency situations and incidents
- Receives emergency calls, complaints and inquiries from the public, evaluates information to determine jurisdiction and equipment to be dispatched and performs or directs the dispatch of police and other public safety units
- Reviews and approves requests for overtime, time off and shift substitutions among dispatch staff
- Provides training and information to subordinates regarding procedural changes and current legal and operations information affecting emergency and non-emergency police services
- Trouble shoots and diagnoses repair and maintenance needed for dispatch center communication equipment and makes necessary recommendations for correction
- Maintains various logs, indexes and records and prepares special reports as needed
- Coordinates handling of emergencies and operational problems with the sworn personnel in charge
- Functions as a member of the Police Department management team participating in department-wide policy development, administrative planning, risk management and safety and loss prevention
- Contacts other agencies to coordinate public safety operations
- Performs all duties of a dispatcher during staff shortages
- General office support functions such as maintains filing systems
- Schedules communications
- Exhibits and encourages behavior that is consistent with the Town's risk management program and decreases risk of accident or injury to self, employees, residents, visitors and their property

Additional duties may be assigned by the supervisor.

Qualifications

- High school diploma Required
- Or a high school equivalency certificate
- Valid Driver's License Required
- 2 years of Dispatching Experience Required
- Modern Office Technology
- Principles and practices of customer service
- Principles of supervision, training and performance evaluation
- Methodologies used in maintaining police records and reporting statistics
- Ability to produce accurate statistical reports for state and federal use
- Personnel management including hiring, supervising and evaluating full-time and part-time staff

- REQUIRED Telecommunications Operator certification from the Texas Commission of Law Enforcement Officer Standards and Education (TCOLE) and Texas National Crime Information System (TCIC/NCIC) certification.

Working Conditions

- A flexible work style, including the ability to work mandatory overtime shifts, nights, weekends and holidays
- Successfully work with individuals from diverse backgrounds and professions
- Strong computer skills with proficiency in a variety of word processing, spreadsheet and database applications
- Ability to understand, interpret and communicate complex issues, laws, policies and procedures
- Maintain composure in difficult situations
- Ability to work effectively with co-workers, the public, and others by sharing ideas in a constructive and positive manner;
- Listen to and objectively consider ideas and suggestions from others; keep commitments;
- Keep others informed of work progress, timetables, and issues;
- Address problems and issues constructively to find mutually acceptable and practical business solutions;
- Maintain a high level of confidentiality, and work under pressure and in highly stressful situations.
- Assist citizens and visitors to the Police Department by monitoring the lobby area and directing to appropriate personnel

Physical Requirements

While performing duties of this job, the employee is regularly required to sit; use hands to finger, handle or feel; reach with hands and arms; talk or hear; and taste or smell. The employee frequently is required to walk, stoop, kneel, crouch, or crawl. The employee must regularly lift and/or move up to 10 pounds. This position description has been prepared to assist in defining job responsibilities, physical demands, and skills needed. It is not intended as a complete list of job duties, responsibilities, and/or essential functions. This description is not intended to limit or modify the right of any supervisor to assign, direct, and control the work of employees under supervision. The City of Mathis retains and reserves any or all rights to change, modify, amend, add to or delete, from any section of this document as it deems, in its judgment, to be proper.

Direct Reports

Does the Job require the supervision of other employees?

Yes

If yes, list by job title, any positions to be supervised.

- *Telecommunications Officers*

Job Type: Full-Time

Schedule: 12-hour Shift, Day Shift, Night Shift, Overnight Shift, Monday to Friday, Holidays, Weekends as Needed

Pay: \$16.50 - \$18.00 / hour

Benefits: Health Insurance, Vision and Dental available at reasonable costs
7% TMRS mandatory enrollment with 2 to 1 contribution provided by City
\$15,000 life insurance provided by the City
Supplemental life insurance available at reasonable costs
Short Term/Long Term Disability
Paid Time Off, Vacation and Sick, Holiday Pay

APPLY on the City of Mathis website by going to:

<https://www.cityofmathis.com/jobs.aspx>

Complete the Telecommunications Dispatch application and email to hr@cityofmathis.com.
For any questions or issues email hr@cityofmathis.com.

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