DEPARTMENT OF DEVELOPMENTAL SERVICES
PROTECTIVE SERVICES BRANCH
PORTERVILLE DEVELOPMENTAL CENTER

DUTY STATEMENT

JOB TITLE: Communications Supervisor **POSITION #:** 472-290-1671-XXX

WORKING TITLE: Dispatch Supervisor **EMPLOYEE:**

Protective Services Branch (PSB) is a Law Enforcement Agency. For an applicant to be successfully appointed to this position, a background check must be performed, which includes interviews of employment and personal references; FBI, California DOJ and DMV clearance(s). The successful applicant must complete a notarized waiver for access to their personal records.

POSITION DESCRIPTION: Under the general direction of the Operational Lieutenant or designee, the Communications Supervisor is responsible for assigning work to communications personnel, assisting with the 24-hour operation of the communications center and performing a variety of administrative and related responsibilities as assigned. Post Orders are available to review specific detailed job assignments and duties

SUPERVISION EXERCISED: Supervises Communications Operators.

SUPERVISION RECEIVED: Reports directly to the Operational Lieutenant of PSB at the facility may also be required to report to the Captain and the Chief of PSB.

EXAMPLES OF DUTIES:

Essential Job Functions:

35% Plan, organize and supervise communication activities and Communications Operators. Write and update procedures to ensure that the most recent changes are properly carried out. Maintain reference material required for dispatching operations; check reports, records and other data for accuracy completeness and compliance with established standards; enter and clear information on the California Law Enforcement Telecommunications System (CLETS) system; update daily dispatching logs; maintain and update emergency call back and on-call phone numbers.

Supervise and participate in activities involving the dispatching of routine and emergency services. Answer the telephone, receive and classify incoming calls; determine priority of response and dispatch appropriately.

30% Secure and record accurate information as to the nature of reported problems and exact locations including maintaining an AWOL radio, if assigned, and activity log as well as the Department's daily activity and radio logs in the (CAD) system. Operates CLETS computer terminal to obtain and verify information and prepare reports as directed.

Provide information and assistance to the public over the telephone; receive and calculate census counts; in coordination with the CLETS Coordinator and Communications Supervisor, update and maintain the CLETS Operations Manual, California Justice Information System (CJIS) Manual, National Crime Information Center (NCIC) Operations Manual and Code Manual. Maintain accurate and updated information on all callback numbers, pager numbers and telephone numbers within the facility; provide staff expertise and liaisons with other agencies as required. Conduct and coordinate equipment testing, with the Fire Department and PSB personnel. Coordinate and conduct daily sensor equipment testing on units and off-unit locations

20% Assist in the training of personnel; perform dispatch and clerical tasks involving typing, filing and maintaining required records. Attend scheduled and voluntary training and updates to the other Communications Operators Manuals. Practice, following and knowing the policies and procedures related to job safety, including safety rules and regulations. Immediately notify a supervisor of any unsafe or problematic working conditions. All duties and tasks are to be carried out in an honest, ethical and professional manner, and are to be performed in conformance with applicable department policies and procedures.

10% Maintain relationship security in the work area; take effective action, per policy, of any suspected employee misconduct or boundary violations. Maintain open communication with all agency disciplines. Responsible for ensuring that personnel, visitors and the community are treated with dignity and respect, and they identify the language needs of individuals and utilize available bilingual resources to assist, when needed.

Marginal Job Functions:

5% Other related duties as required.

WORKING CONDITIONS: The Communication Supervisor generally works Monday through Friday in a campus-like setting with multiple buildings and/or secure areas. The usual workday is eight (8) hours unless otherwise directed by the designated supervisor. May also be required to work overtime and work designated assignments as determined by the operational needs of the department.

KNOWLEDGE AND ABILITIES:

Knowledge of: alphanumeric sequences.

Ability to: Work under stress and maintain composure; follow instruction precisely; listen and translate what is heard into the appropriate action; speak English over the telephone quickly and be easily understood; adapt quickly to a variety of situations; act in an emergency situation; type and/or write rapidly and legibly; perform several functions simultaneously; hear in the presence of significant background noise; read and comprehend at the level required for the job; determine officer's welfare from voice inflection; establish priorities and take appropriate action; extract critical information from incoming calls; recall a variety of situations and retain information; anticipate the officer's need for assistance; type; operate and monitor a multitude of frequencies and a variety of highly technical communication systems and equipment.
Speak clearly and precisely.

Exercise good judgment and make sound decisions in emergency situations.
Effectively communicate with and elicit information from upset and irate callers.
Exercise independent judgment and work with a minimum of supervision.
Read, analyze and interpret laws, code, rules and regulations
Follow oral and written directions.
Prioritize work from different communications sources (radio, telephone, and alarm monitoring software)

The ability, upon sponsorship by the PSB, to successfully complete the California POST Public Safety Dispatcher's Basic Course and obtain a California POST Public Safety Dispatcher Certificate while employed with the PSB, followed by successful completion of a 12-month probationary period. Employees must obtain a P.O.S.T Public Safety Dispatch Course Certificate within 12 months of their appointment.

DESIRABLE QUALIFICATIONS:

Completion of the California POST Public Safety Dispatcher's Supervisory Course.
Possession of a valid POST Public Safety Dispatcher Intermediate Certificate.

CALIFORNIA LAW ENFORCEMENT TELECOMMUNICATIONS SYSTEM (CLETS)
Effectively, consistently demonstrates the ability to access information through the CJIS databases, NCIC, National Law Enforcement Telecommunication System (NLETS), Department of Motor Vehicles (DMV), and Oregon Law Enforcement Data System (LEDS).

Information obtained via CLETS is confidential and may be used only for the purpose(s) for which it is authorized. Violation of confidentiality requirements or access authorizations may be subject to disciplinary action, civil action and/or criminal charges.

EMERGENCIES

Maintain and exercise knowledge of Department's Area Specific Emergency Preparedness Plan and the facility Emergency Preparedness Manual.

TECHNICAL PROFICENCY

Type at speed is necessary for adequate job performance.
Radio equipment and dispatch procedures.
Use of fire and safety alarm system.
Access information through the CJIS databases, NCIC, NLETS, DMV and LEDS.

REQUIRED COMPETENCIES

INFECTION CONTROL - Apply knowledge of correct methods for controlling the spread of pathogens appropriate to job class and assignment.

SAFETY - Actively support a safe and hazard free workplace through practice of personal safety and vigilance in the identification of safety or security hazards, including infection control. Uniformed PSB members are required to wear an approved ballistic/stab resistant vest.

CULTURAL AWARENESS - Demonstrate awareness of multicultural issues in the workplace, which enables the employee to work effectively.

RELATIONSHIP SECURITY - Demonstrate professional interactions with individuals and maintain therapeutic boundaries. Maintain relationship security in the work area; take effective action and monitors, per policy, any suspected employee/patient boundary violations.

INDIVIDUAL RECOVERY - Respect the worth and dignity of all people and groups, as well as honor and advocate for individual rights and interests, and opposing discrimination.

PRIVACY AND SECURITY OF PROTECTED HEALTH INFORMATION - Maintains and safeguards the privacy and security of individuals' protected health information and other individually identifiable health information whether it is in paper, electronic, or verbal form in compliance with HIPAA and all other applicable privacy laws.

TRAINING

The employee is required to keep current with the completion of all required training as identified in the PSB Training Plan.

CERTIFICATION OR LICENSE:

Posses and maintain a current, valid driver's license.

Possess and maintain a valid California Defensive Driving Card.

It is the employee's responsibility to maintain a license, credential, or required registration pertinent to his/her classification on a current basis. Any failure to do so may result in termination from Civil Service.
Employees must obtain a P.O.S.T Public Safety Dispatch Course Certificate within 12 months of their appointment. The PSB may sponsor Communications Operator training, as Communications Operators are required to successfully complete the 160-hour Public Safety Dispatchers Basic Course.

Employee Name (Print)	Employee Signature	Date

Supervisor Name (Print)	Supervisor Signature	Date

Employee and Supervisor acknowledge that by signing this Duty Statement that they have discussed and agree to the expectations of the position.