

SOUTH EAST REGIONAL EMERGENCY SERVICES AUTHORITY (SERESA)

JOB DESCRIPTION

Shift Supervisor

Supervised By: Executive Director
Supervises: SERESA Dispatchers

GENERAL STATEMENT OF DUTIES

This is skilled and supervisory work over emergency communication dispatchers engaged in processing emergency 9-1-1 calls for service on a shift. Performs dispatching duties, trains, schedules, and evaluates subordinate staff. The employee works within general methods and guidelines, and exercises considerable independent judgment to select appropriate courses of action and discretion in supervising the work of subordinate employees.

SUPERVISION RECEIVED

Work is performed under the general direction of the Executive Director

SUPERVISION EXERCISED

Supervises activity of Dispatch personnel assigned to a shift.

ESSENTIAL JOB FUNCTIONS: The following are essential functions of the position; the duties listed are not intended to be an exhaustive list of responsibilities or qualifications with the job. SERESA Supervisors will need the ability to discern and perform other duties as assigned.

1. Training: Receives training as follows:

- A. Departmental policies and procedures
- B. Supervision and Administrative matters
- C. Quality Assurance of Dispatch performance
- D. Retention and Release laws regarding dispatch records and tapes

2. Job Duties:

- A. Ability to perform and meet all qualifications for **all** Dispatcher duties
- B. Determines work assignments and evaluates performance of personnel
- C. Assists with recruitment of all Dispatch personnel
- D. Ability to train, coordinate, supervise and evaluate subordinates
- E. Diligently follows up on complaints involving personnel and reports results to Director
- F. Ensures that security of center, training, and other pertaining functions are in compliance.
- G. May be asked to act as a liaison with other agencies using the services of the SERESA.
- H. Serves on committees as assigned.
- I. Using discernment, must be able to recommend commendation and/or recognition for exceptional performances for staff to Director
- J. Administer Discipline, not to include termination, when necessary
- K. With decisiveness, must be able to recommend and administer disciplinary action regarding dispatch personnel.

- L. Ability to access logging recorder for tape requests
- M. Willingness and ability to call in contractors or vendors in the absence of the director in an emergency equipment failure.
- N. May be asked to take on-call duty when an on-duty supervisor or director is absent.
- O. Provide statistical data to Director when necessary
- P. Performs other related duties as assigned.

QUALIFICATIONS

1. Minimum Qualifications:

- A. Thorough knowledge of applicable Federal and State regulations regarding radio and police records methods and procedures.
- B. No significant disciplinary actions or disciplinary trends
- C. Thorough knowledge of personnel practices and modern office procedures.
- D. Ability to train, coordinate, supervises, and evaluates subordinates.
- E. Demonstrates ability to show clear discernment while thinking and acting clearly and quickly in crises.
- F. Ability to effectively hear and communicate, verbally and in writing in the English language.
- G. Ability to perform duties requiring the reception of audible speech and the ability to transmit information audibly and clearly.
- H. Ability to understand and follow complex oral and written instructions.
- I. Ability to deal affirmatively with public, peers and subordinates.

2. Desired Qualifications

- A. Ability to act with tact and impartiality both internally and externally
- B. Ability to demonstrate dependability by fulfilling what is consented to do, even if it means unexpected sacrifice.
- C. Must possess a benevolence and ability to serve both the public and co-workers with humility and co-actively.

3. Special Requirements

- A. Must live within a one-hour response time to the SERESA.
- B. Must have dependable transportation methods
- C. Must be willing to work rotating shifts, weekends and holidays
- D. Must successfully pass probationary period

EDUCATION:

High School Graduate or equivalent

Preferred / Not Required

60 College level credit hours or two-year college degree

EXPERIENCE:

Five years of emergency services dispatching experience performing increasingly responsible duties which could include the training of dispatch personnel

OR

Any equivalent combination of education and experience