

JOB DESCRIPTION

JOB TITLE: Shift Supervisor

ORIGIN DATE: January 2015

REPORTS TO: Director

REVISION DATE:

DEPARTMENT: Emergency Communications

DEPARTMENT NO: 28

GRADE CLASSIFICATION: 6

JOB NO: 28-02

JOB SUMMARY: This is a non-exempt, grade 6 position. A Shift Supervisor's responsibilities include, but are not limited to, performing the duties of a Communications Officer, while also providing guidance and support to staff.

Distinguishing Features of Work:

The employee in this position must accept the responsibility to support and promote this organization's mission and comply with its directives.

This is a responsible, skilled position with some administrative duties directly concerned with the development and supervision of the following Communications activities:

- Supervision and control of the Communications Center
- Quality Assurance of call handling, data entry, and other work performed during shifts
- Ensure E911 and communications systems are in working order
- Enforcement of Center and County policies and procedures
- Maintain records in accordance with federal, state, and local regulations

Essential Functions:

- Perform duties of a Communications Officer
- Supervise Communications personnel in daily activities including radio traffic, call taking, and information processing
- Recommend to Assistant Director personnel for commendation or discipline as necessary
- Perform performance evaluations for subordinates
- Recommend and monitor personal and professional development goals for subordinates
- Recommend, document, and facilitate training for Communications personnel
- Maintain records in accordance with federal, state, and local regulations

Marginal Functions:

- Complete data entry, warrant files and case files
- Type reports
- Receive and disburse certain fees
- Other related work as required or directed

Experience:

Three years minimum of public safety emergency communications experience is required. One year of supervisory experience is helpful. Employee is expected to demonstrate the necessary skills to perform the job with acceptable standards after six months in the position. Employee will be required, in an additional six months, to demonstrate competency and proficiency.

Education:

High school diploma or GED required. Requires receiving at least fifteen hours of continuing education training annually to maintain proficiency and certification. Must maintain NCIC Certification and Emergency Medical Dispatch certification.

Skills:

Some knowledge of laws, rules and regulations governing criminal justice information systems. Skills in the use of the computer, communications equipment, and other office duties. Frequent problem solving and decision making exists in this position.

Supervision:

Employees in this position provide direct supervision of Communications staff during their shift. Limited supervision is provided by the Assistant Director and the Director.

Personal Relations:

Frequent contact with other departments and continual contact with the general public and other Communications staff.

Working Conditions:

This position is mostly sedentary in nature. This position may require infrequent lifting, pushing, pulling or carrying of medium loads (i.e. boxes of copy paper, moving office chairs, etc.).

DISCLAIMER

The above information has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this job. Lyon County abides by the At-Will Doctrine. Nothing contained in this creates an express or implied contract of employment.

Equal Opportunity Employer