



Laurens County Emergency Communications

JOB DESCRIPTION

Shift Supervisor

Division: Operations

PAY BAND: 116

PAY: \$22.82 /hr

Primary Purpose: The Shift Supervisor, also known as a Communications Supervisor, is responsible for supervising, directing, coordinating and evaluating the work of Public Safety Telecommunicators and other Emergency Communications Center (ECC) personnel. The Shift Supervisor is a working supervisor and shall be required to function in any dispatch capacity necessary to ensure efficient operations of the ECC.

Supervision Received: Works under the direct supervision of the Deputy Director.

Supervision Exercised: Work requires supervising, directing, mentoring and monitoring the performance of Emergency Communications Center personnel.

Essential Duties and Responsibilities:

Percent of Total Time	Ranked Importance	Function
20%	1	Provide line supervision of ECC personnel in the performance of their daily duties. Monitor phone and radio traffic to ensure procedural compliance. Provide personnel guidance, coaching, and assistance when needed. Delegates certain work to ECC personnel when appropriate.
15%	2	Conduct weekly, and monthly Quality Assurance reviews of ECC personnel for Police, Fire & EMS calls for service. This includes both call-taking performance as well as dispatch performance.
10%	3	Performs all of the essential duties and responsibilities of the Public Safety Telecommunicator
10%	4	Investigates problems and issues related to shift operations. This includes reviewing audio recordings, providing written reports, and reporting issues to the Deputy and Director. Counsels shift personnel and provide written reports and recommendations to the Deputy and Director on personnel matters and training needs

10%	5	Monitor, update, and maintain the operations schedule. Process requested benefit time from staff and post overtime in accordance with the written directive. Ensure adequate staff coverage for the oncoming shift and coordinate shift coverage during short notice unscheduled absences.
5%	6	Monitor and inspect the condition of the ECC and its equipment, reporting any problems to the Deputy Director and Director. Make appropriate notifications for service to ensure continuity of operations.
5%	7	Oversees and assists in training requirements for shift personnel. Conducts regular policy reviews with shift personnel.
5%	8	Completes yearly performance appraisals of ECC personnel on their shift. Meets with employees to discuss performance, develop professional goals, and mentor on regular intervals.
5%	9	Completes regular reviews of agency directives to ensure they remain accurate and relevant. Provide management suggestions for policy and procedural updates based on operational requirements.
5%	10	Completes projects/tasks assigned by the Deputy Director or Director. Performs any other duties as assigned by the Deputy Director or Director.

Marginal Functions:

Percent of Total Time	Function
2.5%	Performs clerical and general office functions, including minor repair, maintenance and cleaning.
2.5%	Provides court testimony as required.
2.5%	Performs other related job duties or responsibilities as requested or required, whether or not specifically mentioned in this job description.
2.5%	Maintain logs, records and files as requested and required.

Work Environment: The position involves regular, irregular shift work and shift rotations to provide 9-1-1 and public safety communications services 24 hours/day, 7 days/week, 52 weeks/year, including weekends and holidays. Shifts are typically twelve (12) hours in duration but could be extended to 16 hours in the event of an emergency, disaster, staffing needs, workload, or work in progress. Weekends and holidays are not guaranteed time off, and shifts may periodically rotate. The location is well-lighted and has minimal noise. There is a high volume, fast-paced environment dealing with life-threatening situations via telephone or radio. Must be able to remain in the ECC at a dispatch console for extended periods.

Tools and Equipment Used: Equipment used includes, but is not limited to: Next Generation 9-1-1 (NG9-1-1) phone systems, computer-aided dispatch (CAD) multi-line telephone systems, TTD/TTY system, multi-frequency radio systems, multiple computers and monitors, facsimile machine, copy machine, shredder, logging recorder, reverse communications software, emergency alerting siren, and Microsoft Office products.

Physical Demands: This position works in an office environment. Little physical strength and/or endurance is required. Position requires repetitive motion, with substantial movement of the wrist, hands and/or fingers. Occasionally, the job may require physical exertion such as lifting, stooping, reaching, walking, etc. Vision, hearing, and speaking are required for use of written material, computer equipment, telephone systems, and in-person communication, etc.

Education: Must possess a High School Diploma or equivalent.

Experience: Two (2) years of experience with Laurens County Emergency Communications is preferred—knowledge of public safety communications systems, including CAD, 9-1-1, radio, digital logger, etc.

Certification or License: Must possess a valid SC Criminal Justice Academy (SCCJA) certification, CPR, Emergency Medical Dispatch certification, APCO International Communications Training Officer certification is required. Must acquire and maintain APCO Communications Supervisor certification within six (6) months of employment. Must acquire and maintain Priority Dispatch ED- Q certification within six (6) months of employment.

Background Check: Employee must not have any felony convictions and will submit to an extensive criminal history and background check.

Required Knowledge, Skills, and Proficiencies: The successful candidate must meet and exceed the skills and abilities as listed in the Public Safety Telecommunicator position description. Possess a strong working ability to plan, coordinate and supervise the work of personnel in the ECC. Ability to effectively train personnel in a positive manner and utilize effective interpersonal skills. Ability to lead team members in a positive and productive manner. Possess positive attitude and communicate well in written and verbal form. Must utilize exceptional multi-tasking and problem-solving skills. The candidate shall demonstrate a good working knowledge of all equipment as well as agency policies and procedures.

Disclaimer: *The above statements are intended to describe the general nature and level of work being performed by the person assigned to this position. They are not intended to be an exhaustive list of responsibilities, duties and skills required. This job description does not constitute an employment agreement between the employer and the employee and is subject to change by the employer as the needs of the employer and the job requirements change.*

Salary Grade: 112

Exempt Status: Non-Exempt