

# Communications Supervisor

## Jefferson County Position Description

Name: Department: Sheriff

Position Title: Communications Supervisor Pay Grade: 11 FLSA: Non-exempt

Date: Reports To: Patrol Captain

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### Purpose of Position

The purpose of this position is to supervise communications operations and personnel for the Jefferson County Sheriff's Office.

### Essential Duties and Responsibilities

The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

- Maintains responsibility for the daily operations of the Communications Center.
- Maintains responsibility for the oversight of Emergency Medical Dispatch (EMD) operations of the Communications Center.
- Acts as training coordinator for Communications Training Officers.
- Supervises, trains, and evaluates personnel to include maintaining standards and recommending disciplinary action where appropriate. Plans, coordinates, and assigns personnel.
- Maintains responsibility for all aspects of communications, computer and radio equipment. Serves as main contact when problems arise. Works with outside vendors when needed. Provides system administration of all computer equipment, repair, and programming as needed on department computers including mobile data computers in all patrol squads.
- Works with out-of-state law enforcement agencies, Clerk of Courts, Child Support, and District Attorney's office in extraditing people arrested on warrants out of state. Keeps dispatch records.
- Research and retrieves audio open records requests. Oversees warrants, missing person, and stolen article files.
- Acts as liaison to county municipalities. Responds to requests for information and attends meetings as needed.
- Research and prepare grant documents. Develops and reviews Policy and Procedures.
- Serves as liaison with all cellular companies. Oversee wireless 911 implementation. Coordinates with outside agencies and the private sector in procuring tower space to increase the capabilities of the communications center.
- Prepares communications and computer budget.
- Performs daily and long-range communications planning.
- Complies with County HIPAA Policies and Procedures, if applicable.
- Adheres to and promotes safety as a priority in the workplace.
- Performs other duties as assigned or that may develop.

# Communications Supervisor

## Additional Tasks and Responsibilities

While the following tasks are necessary for the work of the unit, they are not an essential part of the purpose of this position and may also be performed by other unit members.

- None.

## Minimum Training and Experience Required to Perform Essential Job Functions

Four years related experience and/or training; or a bachelor's degree from a college or university; or an equivalent combination of education and experience. High school diploma or equivalent required.

## Preferred Training and Experience Required to Perform Essential Job Functions

Five years related experience and/or training; or a bachelor's degree from a college or university plus two years of experience; or equivalent combination of education and experience.

## Other Requirements – Certificates/Licensures May be

required to be CPR and EMD certified.

## Knowledge, Skills, Abilities

- Ability to learn TIME/NCIC and CIB (Crime Information Bureau) terminology and data entry systems.
- Ability to dispatch for county law enforcement agencies, fire departments, emergency medical services, the Wisconsin State Patrol, the WI DNR and town constables, as applicable.
- Ability to develop a working knowledge of the County VHF P25 Conventional System and protocols.
- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.
- Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions.
- Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.
- Ability to deal with problems involving a few concrete variables in standardized situations. • Ability to handle stressful situations while remaining courteous to citizens, coworkers and public safety personnel.
- Ability to process information, make appropriate decisions, and to act quickly and calmly in emergency situations.
- Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.
- Ability to reliably and predictably carry out one's duties.
- Ability to sit for long periods of time.
- Ability to speak effectively before groups of customers or employees of organization.

## Communications Supervisor

- Ability to understand and abide by the rules and regulations of the FCC pertaining to the transmitting and receiving of messages by radio and handling of NCIC information.
- Ability to work effectively with individuals and families in very emotional and difficult situations and in situations where individuals may be hostile or aggressive.
- Ability to write routine reports and correspondence.
- Ability to handle radio transmission procedures to produce effective communication between multiple parties.
- Knowledge of Computer aided dispatch (CAD) operating systems.
- Knowledge of county and city highways, roads, streets and surrounding areas, including geographical layout of operating districts.
- Knowledge of the "10" code system and must, when necessary, record radio transactions on a computerized radio log.
- Knowledge of Federal (FCC), County, City, department, and other applicable rules and regulations.
- Knowledge of operation of a personal computer and job-related software.
- Skill in police, fire, and emergency medical dispatch procedures.
- Skill in communicating using two-way radio and telephone equipment.
- Skill in multi-tasking.
- Skill in observing situations analytically and objectively and relaying details accurately.
- Skill in operating a variety of communications equipment effectively.
- Skill in reading and interpreting maps to determine locations and jurisdictional boundaries. • Skill in remaining calm, showing empathy, conveying reassurance and instilling confidence in the caller that your demeanor will result in proper response to their needs.

### Supervision

Involves leadership role such as directing of others to complete assignments; others may include employees working in shifts or crews, work-study students, temporary support, part time staff, or other individuals assigned in one's area of responsibility.

### Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential duties and responsibilities of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential duties and responsibilities.

While performing the duties of this position, the employee is regularly required to sit; use hands to finger, grasp, handle, or feel; reach with hands and arms and talk or hear. The employee is occasionally required to stand; walk; climb or balance and stoop, kneel, crouch, or crawl. Lifting, moving, pushing or pulling up to 10 pounds does not generally occur, but may occur when lifting boxes, books or paper. Specific vision abilities required by this job include close vision, color vision, depth perception and ability to adjust focus, distance vision.

### Work Environment

# Communications Supervisor

The work environmental characteristics described here are representative of those an employee encounters while performing the essential duties and responsibilities of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential duties and responsibilities.

While performing the duties of this position, the employee is exposed less than one third of the time to conditions such moving mechanical parts; fumes or airborne particles; toxic or caustic chemicals and outside weather conditions. The employee may also be exposed to high, precarious places, and vibration. The employee may also be exposed to risk of electrical shock. The noise level in the work environment is usually loud. This position may be called out 24 hours a day or rotate being on call, including weekends and holidays.

Jefferson County is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act as Amended, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

I have read and understand the duties of this job description and, by signing below, I agree that I can perform the duties of this position with or without reasonable accommodation.

Employee

Date

\_\_\_\_\_  
Supervisor

\_\_\_\_\_  
Date

\_\_\_\_\_  
Human Resources

\_\_\_\_\_  
Date