

SHAWNEE COUNTY, KANSAS
Position Description
Communications Floor Supervisor

Position Number: SH1504, SH1560A

FLSA STATUS: N

POSITION DESCRIPTION

Under general supervision, this position supervises the actions and responses of the entire shift to which assigned as well as supervise the actions of the Shift Supervisors. Will also plan, develop and implement new Divisional programs and projects. Performs other duties as assigned. This position is supervised by the Emergency Communications Assistant Director.

WORK PERFORMED

- 40% Administrative Duties.** Prepares reports, summaries and briefings for management. Receives and reviews complaints and determines proper resolution for problems and implements corrective action. Participates in the hiring and promotional process. Establishes work schedules, assigns work and provides technical advice. Resolves operational problems. Maintains adequate staffing by scheduling overtime for vacancies that occur during a current shift as well as for vacancies that become known for future shifts. Plans and participates in the development of Divisional goals and objectives. Reviews completed projects. Recommends and implements changes. Recommends new projects. Miscellaneous assignments and projects as directed.
- 30% Supervisory Responsibilities.** Supervises staff with respect to accountability for performance and behavior including approval of absences to conform with personnel needs, discipline of employees, staff development and training and other personnel related functions. Instructs staff on proper completion of tasks. Inspects and reviews work of staff to ensure that projects are complete. Checks work procedures and products. Completes requests for court recordings.
- 20% Dispatch Requirements.** Reviews requirements and dispatches emergency vehicles and equipment to the scene. Monitors special communications frequencies and reports adverse conditions or incidents to the appropriate agency. Insures accuracy of entries into computer system and maintains and monitors the 24-hour tapes on phone and radio traffic.
- 10% Budget Development And Execution.** Compiles information for budget development, provides recommendations and cost estimates.

**Shawnee County Position Description
Communications Floor Supervisor (SH1504, SH1560A)**

KNOWLEDGE, ABILITIES AND SKILLS

Knowledge of:

- FCC and other regulatory agency guidelines.
- Equipment and procedures including maintenance.
- Human Resource management including hiring practices, disciplinary procedures, terminations, etc.
- Supervisory responsibilities and effective leadership skills.
- CWA MOU
- Human Resource management

Ability to:

- Plan, direct, assign, evaluate and supervise the work of subordinates.
- Identify requirements and provide training for subordinates.
- Establish and maintain effective working relationships with employees and the general public.
- Prepare written and oral documentation.
- Maintain records accurately.
- Work most holidays and weekends and hours other than regular daytime schedule, and work a rotating day off schedule.
- Deal with life threatening situations daily.
- Remain calm and effective during emergency situations.
- Communicate effectively, both orally and in writing, using the English language.

Skill in:

- Providing leadership and direction to employees.

PHYSICAL REQUIREMENTS

N-Never **O**-Occasional (1%-33%) **F**-Frequent (34%-66%) **C**-Continuous (67%-100%)

	N	O	F	C		N	O	F	C		N	O	F	C
HANDS					BODY/TRUNK					OTHER				
Reaching			X		Sitting				X	Driving		X		
Pushing/Pulling			X		Bending			X		High Elevation	X			
Climbing		X			Reaching			X		Unprotected Heights	X			
Throwing	X				Lifting-50 lbs.		X			Around Moving Machinery	X			
ARMS					Carrying			X		Driving Automotive Equipment	X			
Reaching			X		Jumping	X				Exposure to Dust, Gases and Fumes		X		
Lifting-50 lbs.		X			Twisting		X			Cramped Body Position	X			
Pushing/Pulling			X		Squatting		X			Sustained Positions			X	
Carrying			X		Turning			X		Noise Levels (Excessive)			X	
Throwing	X				LEGS/FEET					Electrical Hazards			X	
EYES					Walking			X		Slippery Surfaces			X	
Near Vision				X	Standing			X		Work Above Ground	X			
Far Vision			X		Sitting			X		Work Below Ground	X			
Color Vision				X	Carrying			X		Irregular Surfaces	X			
VOICE					Climbing		X			Moving Objects			X	
Talking				X	Jumping	X				In High Volume Traffic	X			
EARS					Turning			X		Exposure to Marked Changes in				
Hearing				X	Lifting-50 lbs.		X			Temperature and Humidity	X			

**Shawnee County Position Description
Communications Floor Supervisor (SH1504, SH1560A)**

EQUIPMENT USED

Personal Computer	Telephone	CAD	Fax Machine
Printer	Head Set	Photocopier	Paper Shredder
Radio System	Keyboard		Office Furniture

MINIMUM QUALIFICATIONS

- Three (3) years' experience in emergency dispatch or communication.
- OR
- Three (3) years' experience as a Communication Specialist I or II with the Shawnee County Emergency Communications Center.
 - A minimum of one (1) year supervision experience is preferred.
 - High School Diploma or GED Certificate.
 - NCIC Certification.
 - No felony convictions.
 - Valid Driver's License.

SPECIAL REQUIREMENTS

Must be able to work most weekends and holidays, hours other than regular daytime schedule and work a rotating day off schedule.

This Position Description is not designed to list all tasks and responsibilities of this position. Shawnee County reserves the right to revise or change job duties as the need may arise. This Position Description does not constitute a written or implied contract of employment.

Shawnee County Position Description
Communications Floor Supervisor (SH1504, SH1560A)

I have read and understand the duties and requirements for this position.

Employee's Signature / Printed Name

Date

Administering Supervisor's Signature / Printed Name

Date

Appointing Authority's Signature / Printed Name

Date

Created: 06/04
Revision History: 05/24