

SHAWNEE COUNTY, KANSAS
Position Description
Communications Shift Supervisor

POSITION NUMBER: SH1505, SH1506, SH1507, SH1508

FLSA STATUS: N

POSITION DESCRIPTION

Under general supervision, this position is responsible for the supervision of Communications Specialists I and II positions. Performs other duties as required. This position is supervised by the Communications Floor Supervisor.

WORK PERFORMED

- 60% Supervision.** 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, completion of performance evaluations and other personnel related functions. Participates in the hiring and promotional process. Instructs staff on proper completion of tasks. Inspects and reviews work of staff to ensure that projects are complete. Establishes work schedules and assigns work. Checks work procedures and products.
- 25% Dispatch Requirements.** Reviews requirements and dispatches emergency vehicles and equipment to the scene. Receives complaints from the public. Researches and resolves or forwards complaints to the appropriate agency. 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.
- 5% Procedures.** Maintains knowledge of Standard Operating Procedures and County and City Ordinances to insure that staff are kept current
- 5% Documentation.** Maintains records and insures forms are completed, filed and properly distributed. Maintains log of significant events, serious incident reports and insures information pertinent to shift relief is passed and acknowledged.
- 5% Equipment.** Insures equipment is in proper working order. Reports malfunctions and insures equipment is repaired in a timely manner.

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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.

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 a life threatening situation 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			

EQUIPMENT USED

Personal Computer	Tape Recorder	Track Ball	Radio	Life Safety
Office Furniture	Fax Machine	Mouse	Pager	Television
Paper Shredder	Photocopier	Printer	Zetron	

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MINIMUM QUALIFICATIONS

Two (2) years experience in emergency dispatch or communications.

OR

Two (2) years experience as a Communication Specialist I or II with the Shawnee County Emergency Communications Center.

High School Diploma or GED Certificate.

No felony convictions.

NCIC Certification.

Valid Driver's License.

SPECIAL REQUIREMENTS

Required to lift fifty (50) pounds.

Required 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.

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: 02/04
Revision History: 05/24