**Job Description**

**FLOOR SUPERVISOR**

**General Statement of Essential Job Tasks:**

The Floor Supervisor’s primary responsibility is to ensure subordinates’ proper performance of duties and adherence to established rules, regulations, policies and procedures. During the course of duty, the Floor Supervisor supervises the activities of subordinates, making corrections when necessary and commending where appropriate, being available to assist, counsel and instruct as required. The Floor Supervisor is also responsible for providing on-the-job training for new hires, as needed.

The Floor Supervisor is a “working” supervisor position that has the same public safety call-taking and dispatch responsibilities as a Telecommunicator position. Primary call-taking and dispatch responsibilities are to provide emergency and non-emergency communications response to individuals and entities requesting police, fire or emergency medical services. Through professional information gathering, the incumbent determines the nature of the call, whether a response is necessary and what type of assistance or information is needed. For calls requiring police/fire/EMS response, the incumbent dispatches the appropriate agency to the scene, maintaining proper logs and paperwork (computer and/or manual) of all units dispatched. The incumbent is additionally responsible for retrieving and accurately relaying to requesting field units information contained in the State *(ACJIC)* and National *(NCIC)* computer systems.

**Supervision Received:**

This position reports to the Operations Manager and the Training Coordinator.

**General Description of Essential Job Tasks:**

*The following are general descriptions of the essential job tasks of the position. Other related tasks may be assigned as necessary and appropriate.*

**Supervisory/Training Duties:**

Directly supervises and evaluates the work activities of subordinates. Monitors phone and radio communications of subordinates to ensure compliance with our center’s rules, regulations and standard operating procedures.

Provides direction, guidance, coaching and counseling to subordinates. Provides feedback to subordinates after incidents or events to assist them in critiquing their own performance and develop more effective ways of handling future situations.

Prepares written reports, logs and correspondence related to shift activities, operational problems, personnel matters and special assignments.

Conducts on-the-job training of trainees while simultaneously performing call-taking and dispatch duties. Maintains awareness and control of trainees’ performance; intercedes as necessary to correct errors made while handling “live” calls.

**Job Description**

**General Description of Essential Job Tasks, *continued*:**

Completes a Daily Observation Report (DOR) documenting the trainee’s progress, strengths and/or weaknesses. Reviews DOR with trainee at the end of each day to provide feedback regarding performance. Requests remedial training for trainees in areas of deficiency.

**Call-Taking and Dispatch Duties**

Answers 9-1-1 voice and TTY telephone calls requesting emergency services. Questions callers to determine the nature and location of the problem; extracts and records essential information and, when appropriate, provides emergency medical pre-arrival instructions as dictated by predetermined emergency medical dispatch guide cards.

Calls back disconnects to determine nature and location of the problem and enters information as appropriate

Rebids call information to pinpoint incident location for wireless 9-1-1 calls.

Transfers misdirected out-of-jurisdiction calls to the appropriate agency for dispatch.

Dispatches, via a radio console, paging system or other electronic means, emergency and other calls requiring police and/or fire and/or EMS response according to priority and availability of field units.

Coordinates the response of primary, back-up, and support units, and/or other agency assistance as required.

Maintains strict radio discipline at all times.

Complies with FCC regulations and County 9-1-1 policies/procedures in the transmission of all radio traffic.

Monitors dispatched units’ activities and receives and transmits to field units updated information as it’s received.

Enters incident data into computer aided dispatch system and maintains various automated and manual logs, records and files relating to call-taking and dispatching activities.

Retrieves and accurately relays to requesting law enforcement field units information contained in the State *(ACJIC)* and National *(NCIC)* computer systems. *(e.g. information regarding motor vehicles, driver’s licenses, wants & warrants, etc.)*.

Answers non-emergency telephone lines, provides routine non-technical information upon request and refers all other inquiries to the proper person or department.

**Essential Knowledge, Skills and Abilities*:***

**Communications**: Must have the ability to present information clearly and concisely. Must have the ability to provide timely and effective feedback, both positive reinforcement and constructive criticism. Must have good listening skills; the ability to actively listen to what others are saying; the ability to express interest in subordinates and be receptive to questions. Must have the ability to speak English with sufficient clarity to be understood by others on the telephone, radio or in person. Must be able to assertively control conversations in order to quickly and accurately gather pertinent information and be able to communicate this information professionally and precisely to the proper recipient. Must be able to read and understand written correspondence, memoranda and directives. Must have the ability to report events and information in writing legibly and accurately, using proper English grammar and structure.

**Decision-Making:**  Must have the ability to act in a decisive manner, using good judgment. Must have the ability to maintain objectivity in the decision-making process; the ability to effectively prioritize situations and information and make appropriate decisions based on information received. Must have the ability to handle a variety of rapidly flowing information at once; the ability to set priorities and successfully handle competing demands. Must have the ability to remember numerous details and learn and apply new information.

**Interpersonal Relationships:** Must be consistent in dealing with people; must be able to detach from callers’ emotions, yet project an image of empathy *(i.e., avoid personal involvement).* Must have the ability to maintain appropriate and constructive behavior and attitude in response to difficult or adverse situations. Must have the ability and willingness to accept criticism and/or discipline; the ability and willingness to accept responsibility for actions. Must have the ability to work cooperatively with supervisors and establish cohesive, effective relationships with peers *(i.e., teamworker abilities).* Must be able to work all shifts of a 24-hour per day period and be available for emergency call-in overtime.

**Professional Attitude:** Must have the ability to demonstrate professionalism, integrity, and pride in the profession through language, demeanor and attitude towards subordinates and coworkers. Must have the ability to treat subordinates, trainees and coworkers with respect; and the ability to motivate others to peak performance. Must have the ability to act in a mature, dependable fashion, including the ability and willingness to maintain dependable work habits such as reporting to work on time, with little prompting and intervention. Must represent the organization to other agencies and citizens with a courteous, helpful, accurate and business-like attitude in all telephone and personal contact. Must have the willingness and ability to respect private, confidential information; the ability and willingness to support and carry out directives.

**Quality of Work:** Must be able to provide high quality, accurate work. Must be able to perform multiple tasks simultaneously; be able to do several things at one time and remain focused under stress. Must have the ability to adjust to new or unique situations; and the ability and willingness to show initiative in completing work assignments.

**Training Abilities**: Must have the willingness and ability to train and coach others. Must have good organizational and documentation skills. Must have the ability to maintain patience with trainees; the ability to be tolerant when trainees make mistakes and remain patient with those who learn at a slower pace.

**Supervisory Abilities:** Must have the ability to supervise the actions of others, dealing with subordinates in a fair and objective manner. Must have the ability to remain objective when completing subordinate and/or trainee evaluations; the ability to evaluate job proficiency based on performance, not personal likes or dislikes. Must have the ability to recognize and commend superior performance, and the ability to take appropriate action when subordinates fail to follow procedures or deviate from expected performance. Must have the ability to evaluate and prioritize personnel needs and workloads. Must have the ability to recognize the strengths and weaknesses of subordinates, including the ability to recognize what motivates different people and adjust tactics accordingly. Must have sound time management/ organization skills, and the ability to implement changes in current procedures to eliminate backlogs, streamline operations and accomplish work more efficiently.

**Job Description**

**Essential Knowledge, Skills and Abilities, *continued:***

**Physical Abilities:** Must have the ability to hear and understand sound sources coming through a communications headset and/or radio and/or standard telephone receiver including the ability to hear and understand other outside sound sources while wearing a communications headset *(i.e., the ability to hear sound sources not coming through the headset; ability to hear through both ears).* Must have the ability to speak and write English clearly. Must have the ability to read and discern visual images on a variety of media, including the ability to read and understand maps, and the ability to distinguish between colors on a color-coded computer screen. Must have the ability to coordinate movements of two or more limbs together when completing job tasks. Must have the ability to type accurately on a computer keyboard while conversing with callers. Must have the ability to record names and numbers accurately *(i.e., not transpose numbers and/or letters*). Must have the ability to remain at the same workstation (seated or standing) for extended periods of time.

**Technical Knowledge:** Must acquire and maintain a working knowledge of public safety communications equipment, practices and procedures including but not limited to:

Knowledge of general supervisory principles and practices.

Knowledge of adult training methods and techniques.

Knowledge of County 9-1-1 training policies/procedures and documentation methods.

Knowledge of functions and operation of computer aided dispatch (CAD) system.

Knowledge of functions and operation of manual call recording and dispatch system.

Knowledge of functions and operation of telephone console, radio console, TTY, and other standard Communications equipment.

Knowledge of proper use of pre-arrival emergency medical pre-arrival protocol system.

Knowledge of FCC rules and regulations applicable to radio broadcasts.

Knowledge of proper use of ANI/ALI displays/information.

Knowledge of how to re-bid call information (wireless 9-1-1 calls).

Knowledge of basic telephone and radio techniques/procedures for handling incoming emergency calls and dispatching response units.

Knowledge of basic police/fire/EMS complaint/dispatching terminology.

Knowledge of the proper procedure for 9-1-1 transfers; knowledge and understanding of the purpose of 9-1-1.

Knowledge of proper use of ACJIC and NCIC computer systems and functions.

Knowledge of legal liability issues common to emergency call-taking, public safety dispatching and records keeping.

Knowledge of the geographical area served *(e.g., familiarity with street names/layout; landmarks; numbering schemes; rivers; lakes; freeways, etc.).*

Knowledge of proper preparation of required reports, logs and forms.

Knowledge of County 9-1-1 policies, procedures and standards of expected performance.

Knowledge of available resource materials and their use in performing job duties.

**Professional Certifications:**

Must have the ability to obtain:

* NCIC/ACJIC Certification
* Other certifications as determined by County 9-1-1 or by changing job requirements.