



South Walton Fire District

911 N. County Highway 393
Santa Rosa Beach, Florida 32459
850-267-1298 • Fax 850-267-3294



Position Description

COMMUNICATIONS SUPERVISOR

Position Summary:

This is highly responsible supervisory, training, quality assurance/improvement and technical work within the operation of the Communications Center. Coordinates and supervises the activities of Communications Operators under the direction of the Communications Director; provides pre-hospital care, fire dispatch and emergency warnings utilizing available communications systems. Serves as a member of the District's Leadership and Process Development & Improvement Teams.

Major Duties:

- Cultivate and maintain a positive environment within the Communications Division. Supervises the day-to-day activities of the Communications Center, which includes planning, coordinating, administering, and evaluating processes, procedures, systems, and standards; ensures compliance with Federal, State, and local laws, regulations, codes, and/or standards.
- Assists in training new staff and providing on-going training for established staff.
- Coordinates and supervises the activities of Communications Operators to ensure compliance with policies and procedures.
- Evaluates and reviews performance of Communications Operators to include discipline recommendations.
- Orient new employees and identify training needs for the Communications Division.
- Develops and prepares training materials in addition to conducting on-the-job training and testing.
- Review and follow-up on unusual reports, recommending recognition, corrective action and procedural changes when necessary.
- Works closely with District operational leadership to insure operational needs & goals are met.
- Reviews recordings for accuracy of data entry and improvement needs in dispatch response times, operational procedures and training programs.
- Coaches and encourages Communications Operator development.
- Performs the duties of a Communications Operator as needed.
- Coordinates emergency response with other agencies as needed.
- Ensures emergency warnings or other information is disseminated.
- Ensures 911 calls are answered and routed in a proficient, accurate and timely manner.
- Receives emergency calls via telephone, radio, or other systems.
- Performs quality assurance/improvement, customer service and dispatching reviews.

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- Assists the Communications Director with scheduling for the Communications personnel. Assists the Communications Director with complaint inquiry and resolution.
- Develops situational awareness.
- Ensures resources are dispatched and all processes are completed in a proficient, accurate and timely manner.
- Ensures hospital medical transfers are coordinated with the on-duty District Chief.
- Maintains log of Communication Center activities.
- Reads maps; provides directions to responding unit.
- Maintains awareness of location of all SWFD & Mutual Aid units.
- Maintains awareness of closed streets, new roads, location of new homes; updates CAD, Radio 911 & MSAG data bases.
- Monitors related communications equipment, including fax, weather computer, Florida Interoperability Network, TTY, etc.
- Inspects equipment, troubleshoots radio and software problems, reports malfunctioning systems.
- Works as part of a Communication Center to support emergencies, disasters and other communication center requirements as needed.
- May be designated to act in the absence of the Communications Director.
- Must be able to meet work schedule and attendance standards.
- Maintains various records and prepares reports. Performs related duties as required.

Knowledge Required for the Position:

- Knowledge of the equipment used in emergency radio and telephone communications.
- Knowledge of computer-aided dispatch processes and equipment.
- Ability to communicate effectively, both orally and in writing with the public, subordinate personnel, emergency personnel and personnel of other agencies.
- Ability to establish and maintain effective working relationships.
- Ability to train personnel.
- Ability to schedule staff into shifts.
- Ability to develop training programs, policies and operational procedures.
- Ability to plan and evaluate activities of a work group.
- Ability to analyze reports, training needs and operational procedures.
- Ability to effectively manage all communications division functions of the District; prepare clear, concise and complete oral and written reports; interpret and explain laws, district policies, codes and regulations; establish and maintain cooperative working relationships with those contacted in the course of work; maintain a positive work environment. Work cooperatively with people, carry out the District's mission with integrity.

Supervisory Controls:

Reports to the Communications Director.

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Physical Demands:

- Reaching, extensive sitting, speaking, hearing, seeing and repetitive motions.
- Sedentary Work: Exerting up to 50 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the times. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

Work Environment:

General office environment.

Position subject to high stress situations with varying hours of operations, extended hours of operations to include night shift work.

Work shifts are performed in 12 hour shifts, day or night.

NOTE: Reasonable accommodation considerations will be made for otherwise qualified individuals with a disability.

Supervisory and Management Responsibility:

Supervision of Communications Operators

Minimum Qualifications:

- Requires a high school diploma or GED;
- Valid unrestricted Florida Driver's License
- Minimum three (3) years full-time equivalent of Public Safety Telecommunications experience, or one (1) year full-time equivalent of Public Safety Telecommunications and 3 years of full-time equivalent public service contact experience (must demonstrate experience involved daily, direct contact via telephone or in-person in which public services were provided).
- Possess and maintain current IAED Emergency Medical & Fire Dispatch certification.
- Possess and maintain current Florida 911 Public Safety Telecommunicator Certification.
- Possess and maintain current APCO Fire Service Communications Certification.
- Current CPR certification as accepted by Florida Department of Health
- National Incident Management System certification in IS-100, IS-200, IS-700, and IS-800
- Supervisory experience preferable

Or an equivalent combination of education, training and experience that provides the required knowledge, skills and abilities may be considered for the minimum requirements.

This job description is illustrative, and not all inclusive.

DURING OCCASIONS OF LOCAL EMERGENCIES, THIS POSITION MAY BE REQUIRED TO REPORT TO PERFORM EMERGENCY TASKS, WHICH MAY RESULT IN EXTENDED WORK HOURS, AS WELL AS EXTENDED PERIODS OF TIME AWAY FROM FAMILY MEMBERS.

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