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## TOWN OF MEDWAY

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### COMMUNICATIONS SUPERVISOR

The Medway Police & Fire Communications Department has an opening for a full time Communications Supervisor.

**RESPONSIBILITIES:** Under the direct supervision of the Police Lieutenant with guidance and support from both Police and Fire departments, performs associated duties within Public Safety Telecommunications. Responsible for all operational duties in the Communications Center. Supervise Public Safety Telecommunicators and handle answering calls, dispatching, and all other duties in the Communications Center to ensure that call taking and dispatching services are performed effectively. Insure compliance with Police and Fire Department policies, as well as the policies of the Communications Division. Serve in role of Public Safety Telecommunicator on a regular basis, in support of breaks, training relief, peak load conditions, emergencies, and special occurrences. Responsible for assisting the Lieutenant in maintaining the Department's Records Management Server and Computer Aided Dispatch Server software. Ensure that the software is operating normally.

**MINIMUM QUALIFICATIONS:** High school graduate, three (3) years experience in a public safety communications center preferred. Must be E911 and EMD certified, NextGen 911 certification preferred. Able to function and work independently with or without the support of another Supervisor. Knowledge in the trends and practices in law enforcement and fire communication systems.

**GRADE:** 6.4

**CLOSING:** February 3, 2017 at 10AM

Please send cover letter and resume to: [kbird@townofmedway.org](mailto:kbird@townofmedway.org) or mail to Human Resource Coordinator, Town of Medway, 155 Village Street, Medway, MA 02053

## **POSITION DESCRIPTION**

**TITLE:** Communications Supervisor  
**DEPARTMENT:** Police and Fire  
**DIVISION:** Police and Fire Communications  
**REPORTS TO:** Communications Department Head  
**DATE:** January 19, 2017  
**GRADE:** 6.4

### **General Summary:**

Under the direct supervision of the Police Lieutenant with guidance and support from both Police and Fire departments, performs associated duties within Public Safety Telecommunications. Responsible for all operational duties in the Communications Center. Supervise Public Safety Telecommunicators in the performance of call answering, dispatching, and all other duties in the Communications Center to ensure that call taking and dispatching services are performed effectively. Insure compliance with Police and Fire Department policies, as well as the policies of the Communications Division. Serve in role of Public Safety Telecommunicator on a regular basis, in support of breaks, training relief, peak load conditions, emergencies, and special occurrences. Responsible for assisting the Lieutenant in maintaining the Department's Records Management Server and Computer Aided Dispatch Server software. Ensure that the software is operating normally.

### ***Position Functions:***

*The essential functions or duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if work is similar, related, or a logical assignment to the position.*

### **Essential Job Functions:**

#### **Supervisory Functions**

- Investigate complaints, and resolves any problems or issues.
- Supervises and coordinates the operations and activities of all personnel assigned to the Communications Center.
- Assists the Lieutenant with all budgetary aspects of the Communications Division. Ensure all activities fall within yearly fiscal budget restraints.
- Project Communications Center equipment maintenance and replacement costs.
- Schedules all personnel to shifts, vacations, other leave requests.
- Monitors radio transmissions and telephone conversations for quality control.
- Monitors preparedness of Center to meet with emergency conditions.
- Develops and enforces policy. Maintains a current copy of Standard Operating Procedures for the Communications Division.
- Reviews emergency calls to ensure correct and prompt response.
- Receives briefings from supervisors/staff of all major emergency occurrences.

- Notifies and coordinates with command personnel on incidents of major or potential significance or disaster.
- Assist the Lieutenant in establishing and maintaining the Medway Police and Fire Communications Department' policies and procedures.
- Counsels, documents, and enforce all policies and procedures, and any violations of.
- Develops and assists Communications Center personnel towards career development goals.
- Coordinates initial and on-going training of personnel
- Ensures proper operation of all Communications Center equipment
- Co-ordinates testing and repair of emergency telephone, computer, radio, and other equipment.
- Ensures that the security of the Communications Center is maintained at all times.
- Prepares various reports and maintains records including those related to scheduling and attendance.
- Performs special administrative, planning and management activities related to training, computer operations, emergency operations, scheduling or other specialty areas.
- Actively advertise and recruit qualified candidates to ensure staffing levels are sufficient to properly and efficiently serve the Communications Division.
- E911 Liaison. Ensures all Enhanced 911 equipment is functioning at all times. Investigates any data discrepancies and rectifies with the State.
- Manage the department's Warrant Management System, through LEAPS/CJIS/CHSB computer systems as well as the department's record management server system.
- Office equipment maintenance, including copier, fax, printers, and other computer equipment and assist staff in using same.
- Investigate complaints of software failure. Rectify problems, or report issues to the Lieutenant and to RMS/CAD vendor for repair/modification.
- Liaison for Communications Department and software providers.
- Attend monthly, or as scheduled, meetings with LEAPS, 911, and RMS/CAD vendor. Ensure most current version of software is installed and operating.
- Monitors system for data integrity. Conducts daily reviews of all data entered into the system. Corrects errors, modifies data to meet policies and procedures.
- Maintains the Department data/voice recorders. Compiles audio files, and copies if required, of emergency and non emergency telephones calls, E911 calls and radio transmissions at the request of Command Staff.
- Maintains monthly backups of all data from the recorders.
- Periodic software updates.
- Enforces department wide compliance with network security measures.
- Assist in the use of department approved software applications, as training permits.
- User desktop support. Assist department members with computer related problems, software and hardware related.
- Assists the Lieutenant and Information Technology position with all budgetary aspects of the Communications Department's computers, servers, software, licensing agreements, yearly maintenance agreements and other costs. Ensure all activities fall within yearly fiscal budget restraints.
- Assist in maintaining verified database information in Record Management System, to include accepted/approved street names and ranges, as verified by the town and State 911 Department
- Assist in yearly verification of State 911 Department records, to include MSAG (master street address guide), disability indicator forms, and other required records. Assist with the resolution of any other discrepancies.

## **Essential Job Functions:**

### **Dispatcher Job Functions**

- Conducts all radio transmissions according to FCC rules and departmental procedures, dispatches all necessary personnel and equipment according to the nature and severity of the calls for service, maintains constant and diligent monitoring of the system, immediately responds to all requests for assistance or service from field units, and is thoroughly familiar with the department's radio communications equipment.
- Immediately answers all incoming calls giving priority to 911 calls first, regular emergency lines second, and business lines, third, conducting all conversations with callers in a courteous and business like manner, making every attempt to properly assist each caller; refer irresolvable questions, problems, or situations to the Officer in Charge for Police or Fire.
- Obtains all necessary information from callers making complaints or reporting crimes, keeping callers on line where possible when their continued assistance would be beneficial to Police Officers and/or Firefighters responding to an incident; acquires names of people involved, physical description of suspect, description of suspects, clothing descriptions, motor vehicle involvement, and locations and direction of travel.
- Transfers all calls for personnel or others by use of telephone intercom system, taking messages as necessary for personnel not in station.
- Enters all log entries into department computer, ensuring that necessary data is included, becomes totally familiar with entry and retrieval capabilities of the computer and the method of operation for each, assists field units and staff officers by providing requested information that is retrievable from the computer, and becomes familiar with any new information systems programs which pertain to functions performed.
- Operates LEAPS/NCIC computer, becoming and remaining familiar with procedures for operations, data entry, data retrieval capabilities; provides quick and efficient service to all field units and personnel requesting accessible information when requested or in accordance with departmental procedure, and informs all field units when system is non-operational and when it is operational.
- Monitors all prisoners on the video screens continuously while in custody, notifies Officer in Charge of any unusual occurrences that are observed, and, when necessary and ordered by the Officer in Charge or Shift Commander, activates audio equipment to further monitor a prisoner or prisoners.
- Monitors all video screens that continuously televising activity at certain locations around the outside of the building.
- Receives fire and security alarms and subsequently dispatches the appropriate personnel and equipment to the calls.
- Confirms receipt of alarm when Fire Department personnel test the system. The alarm is first received at Central Fire Station and then relayed to the Communications Center for confirmation.
- Performs a variety of clerical and record keeping duties for the departments serviced.

## **Education and Experience:**

High school graduate, three (3) years experience in a public safety communications center preferred. Must be E911 and EMD certified, NextGen 911 certification preferred. Able to function and work independently with or without the support of another Supervisor. Knowledge in the trends and practices in law enforcement and fire communication systems.

**Knowledge, Skills, & Abilities:**

- Knowledge of equipment utilized in law enforcement and fire communications including radio, telephone and dispatch equipment.
- Demonstrated knowledge of Police and Fire Department and other enforcement agency's patrol procedures. Knowledge of Local, State, and Federal laws, and of Department policies and procedures as they relate to dispatching public safety emergency services.
- Knowledge of geographical area, roads, and the locations of member community landmarks. Knowledge of radio base stations, and use of radio call signs and call letters
- Knowledge of supervisory principles, practices and methods
- Knowledge of the principles of record keeping and records management
- The ability to develop and maintain cooperative and professional relationships with fellow employees, representatives from other departments, and management
- The ability to use logic and reasoning to reach conclusions and approaches to problems
- The ability to use judgment and decision-making skills to evaluate situations, establish priorities, and resolve matters
- The ability to actively listen and communicate effectively through clear speech and hearing
- Skill in handling multiple tasks simultaneously, under pressure, and in emergency situations
- Skill in obtaining information from hostile or emotional citizens
- Skill in determining priorities and handling high-pressure situations
- The ability to work under stressful situations
- Skill in remembering names, numbers and locations, and reading maps quickly and accurately
- Skill in handling high volume of telephone calls