



**CITY OF GRANTS PASS, OREGON
CLASS SPECIFICATION**

**COMMUNICATIONS
SUPERVISOR**

FLSA Status : Non -Exempt
Bargaining Unit : Non-Bargaining
Salary Grade : PC5

CLASS SUMMARY:

The Communications Supervisor is the supervisory level in the Police Non-Sworn Series. Incumbents are responsible for supervising law enforcement support functions which may include the development and implementation of policies and procedures, oversight and coordination of multi- agency computer systems, and handling complex customer service issues. Incumbents will assist with budget preparation to include research, presentations, and preparation of statistical and narrative reports.

Responsibilities include the full range of supervisory duties including directing work, training and coaching, discipline, and performance evaluation.

The Communications Supervisor is distinguished from the Dispatcher by its focus on first-line supervision of law enforcement support functions.

Supervisors assigned to Dispatch will have the working title of Communications Supervisor (PC5).

CORE COMPETENCIES:

- ***Integrity/Accountability:*** Conducts oneself in a manner that is ethical, trustworthy and professional; demonstrates transparency with honest, responsive communication; behaves in a manner that supports the needs of Council, the citizens and co-workers; and conducts oneself in manner that supports the vision and goals of the organization taking pride in being engaged in the community.
- ***Vision:*** Actively seeks to discover and create ways of doing things better using resources and skills in an imaginative and innovative manner; encourages others to find solutions and contributes, regardless of responsibilities, to achieve a common goal; and listens and is receptive to different ideas and opinions while solving problems.
- ***Leadership/United:*** Focuses on outstanding results of the betterment of the individual, the organization and the community; consistently seeks opportunities for coordination and collaboration, working together as a team; displays an ability to adjust as needed to accomplish the common goal and offers praise when a job is done well.

ESSENTIAL CLASS DUTIES: These duties are a representative sample; position assignments may vary.

- Supervises departmental staff as assigned, including coordinating and directing work flow, making work assignments, training, making disciplinary and hiring recommendations, and conducting performance evaluations.
- Leads, motivates, and mentors staff and recommends goals and objectives for employees and the division.

*Employees of the City of Grants Pass uphold the values of
Integrity, Vision, Accountability, Leadership, United and Excellence in our service to our community.*

- Develops and maintains policies and defines appropriate procedures within the division.
 - Prepares administrative and other reports which may address budget, payroll, and/or statistical information to address specific inquiries.
 - Resolves complex customer service inquiries and issues.
 - Researches new technologies and/or solutions, evaluates options, makes recommendations, prepares proposals, and presents the information in an understandable manner.
 - May be required to assist with daily operations and perform the duties of subordinate staff when necessary.
 - Performs other duties of a similar nature or level.
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Training and Experience (positions in this class require):

- An Associate's Degree in a related field and two years of directly related experience, or an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above. Supervisory experience or proof of certification as a communication training officer (CTO) is required. Upon director approval, the requirement for prior supervisory or CTO experience may be waived for candidates with applicable leadership training or experience.
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Licensing Requirements (positions in this class require):

- Oregon Driver's License – Class C
 - Law Enforcement Data System Certificate within sixty days of appointment
 - Basic Telecommunicator Certificate
 - Emergency Medical Dispatch Certificate within 12 months of appointment
 - DPSST Supervisory Certificate within 24 months of appointment
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Knowledge (positions in this class require):

Knowledge of:

- Conflict resolution;
 - Police procedures and records management;
 - Basic budget management;
 - Police and criminal justice related software programs;
 - Effective and efficient public relations;
 - Educational methods and instructional techniques;
 - Personnel policies and procedures and labor contract provisions;
 - Personal computers and related software programs;
 - Applicable City policies and ordinances; and,
 - Applicable Federal, State, and local laws, rules and regulations.
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Skills (positions in this class require):

Skill in:

- Using office equipment;
 - Performing clerical activities;
 - Data entry and information system management;
 - Records initiation and management;
 - Providing positive, effective leadership and supervision to staff;
 - Appropriate and effective independent decision making;
 - Supervision of staff;
 - Safely operating a motor vehicle;
 - Maintaining confidentiality;
 - Using a computer and related software applications; and
 - Communication, interpersonal skills as applied to interaction with coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to receive work direction.
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Physical Requirements:

Positions in this class typically require: talking, hearing, and seeing, fingering and repetitive motion.

Sedentary Work: Exerting up to 10 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 time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

Positions in this class require regular attendance and punctual employee presence. Incumbents may be required to work hours in excess of a 40-hour workweek, attend evening meetings and travel. Incumbents may be required to work varied schedules, including evenings and weekends and will be subject to callback.

Additional Requirements:

Incumbents must pass a full background investigation and drug screen. In addition, Dispatch incumbents must pass a psychological evaluation and meet the physical requirements for Telecommunicators pursuant to DPSST standards.

Note:

The above job description is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department. When job duties and responsibilities change and develop, this job description will be reviewed and is subject to change based on business needs of the City.

Classification History:

Adopted by Council July 2, 2008, Resolution No. 5379

Revised June 22, 2018, September 13, 2018, October 20, 2023, December 11, 2023

Approved:

Mandy Hayes, Human Resources Director

Date: _____

Aaron K. Cubic, City Manager

Date: _____