

## Metro Communications Agency Job Description

<b>Salary Grade</b>	<b>EEO Function/Category</b>
\$22.38 - \$30.09	04/02

<b>Job Classification</b>	<b>FLSA Status</b>
Shift Supervisor	Non-exempt

<b>Title of Immediate Supervisor</b>
Operations Coordinator

**Job Summary**

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Responsible for the coordination and supervision of the daily operations and staffing of the public safety telecommunications center.

<b>Task No.</b>	<b>Description</b>
1.	Supervise and direct employees in the performance of public safety dispatching and emergency call-taking duties; make recommendations relative to disciplinary actions; and administer employee performance evaluations.
2.	Monitor and review calls, paperwork, reports, and work products of employees to ensure they are complete and accurate; provide instructions, training, and guidance to employees including action plans for improvement.
3.	Schedule and assign personnel, maintaining adequate staffing levels per shift.
4.	Provide employees with guidance and interpretation of policies and procedures while enforcing the rules and regulations.
5.	Assist in developing and formulating work, methods, policies and procedures; communicate the necessary information and guidance in accomplishing the objectives of the department to employees as well as providing input to management.
6.	Troubleshoot equipment problems and make recommendations relative to correction. Review operations to identify technical, equipment and training needs.
7.	Assist with Quality Assurance in reviewing, reporting and training staff on all types of calls.
8.	Prepare and complete various reports, including scheduled summaries.
9.	Assumes Communication Operators duties as necessary.

Task No.	Description
10.	Perform other such duties and functions as are necessary or incidental to the proper performance of this position.

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### Minimum Qualifications

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Graduation from high school or GED equivalent with a minimum of four years experience as a Communications Operator or any such combination of education, experience, and training as may be acceptable to the hiring authority.

Must be willing to work evenings, nights, and weekends.

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### Preemployment Screenings

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Preemployment screenings may include, but are not limited to, the following: drug screen, references, physical examination, credit check, and full criminal background.

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### Knowledge, Skills, and Abilities

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Ability to rapidly acquire working knowledge of approved principles, practices, and procedures of communication dispatch work.

Ability to learn and apply EMD/MPDS protocols.

Ability to work in an environment under stressful conditions.

Ability to react quickly and calmly in emergency situations and deal with those requesting or requiring services in a prompt and courteous manner.

Ability to comply with orders, policies, and regulations governing the activities of the Metro Communications Agency.

Ability to establish and maintain effective working relationships within the agency and with other agencies and services served through the agency.

Ability to organize, prioritize, multitask and work independently.

Ability to problem solve, make decisions, and take necessary action per established procedures and protocol.

Ability to maintain confidentiality and integrity of the Metro Communications Agency.

Excellent oral and written communication skills.

Keyboarding skills per testing guidelines.

Ability to stand or sit for long periods of time while talking, listening, and observing activities.