

# **LINCOLN COUNTY**

## **Job Description**

<b>Position Title:</b>	<b>Emergency Communications Supervisor</b>
<b>Department:</b>	<b>Communications</b>
<b>Reports To:</b>	<b>Communications Director &amp; Deputy Director</b>
<b>Supervises:</b>	<b>Emergency Communications Officers on assigned shifts</b>
<b>Oversees:</b>	<b>N/A</b>
<b>FLSA Status:</b>	<b>Non-exempt</b>
<b>Last Revised/Approved:</b>	<b>June 2023</b>

### **POSITION SUMMARY:**

The Emergency Communications Supervisor is responsible for scheduling, organizing, directing and evaluating the activities of Emergency Communications Officers on assigned shifts, maintaining proper logs and records, and working as an Emergency Communications Officer.

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### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

1. Oversees and directly supervises all activities in the Communications Center during assigned shifts; schedules, organizes, directs and evaluates all other Emergency Communication Officers; notifies Management of any concerns.
2. Ensures that all Communications Center equipment is working properly; arranges repairs as needed.
3. Confirms that all paperwork is properly entered and logged.
4. Monitors and logs all telephone and radio traffic; dispatches patrol and other units as appropriate.
5. Performs EMD/EFD reviews for quality assurance purposes as assigned.
6. Processes and prepares requests for information from digital recordings (logs, 9-1-1 recordings, radio traffic, etc.).
7. Coordinates efforts with members of all law enforcement agencies to ensure continuity of purpose and maximum achievement of dispatch objectives.
8. Ensures that all EMD/EFD licensing and certifications for the Communications Center and its employees are accurate and up to date.
9. Creates, updates, communicates, and enforces related policies and procedures for the Communications Center.
10. Conducts validation verifications for all agencies as required.
11. Maintains records as may be required by all State and Federal agencies, enters information on past and current complaints into the computer system and notices applicable agency.
12. Oversees the maintenance of appropriate data for research, report, and development purposes.
13. Performs all of the duties in the Emergency Communications Officer Job Description; may work in the field as an incident dispatcher during major events.
14. Uses computer terminals, Computer Aided Dispatch (CAD) system, Local Area Network Law Enforcement System, NAWAS unit, various radio, telephone and other communications equipment as required.

15. Performs the usual duties of a supervisor including scheduling, training, supervising and evaluating assigned County employees, resolving employee issues, processing time sheets, approving time off requests, and ensuring compliance with the Lincoln County Human Resources Policy; participates in the hiring and orientation process as requested; answers employee questions relative to Collective Bargaining Agreements and personnel policies.
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**NON-ESSENTIAL DUTIES AND RESPONSIBILITIES:**

1. May complete monthly Department statistics and NCIC Validations.
  2. May compile year end statistics and disseminates them to the appropriate persons and agencies.
  3. May serve as primary terminal agency contact with the State for communications systems.
  4. May maintain inventory and maintenance of all equipment.
  5. May prepare notes of all meetings for review and approval by the Director.
  6. May participate as an active member in training and on County task forces.
  7. Performs other duties as required.
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**GENERAL EXPECTATIONS:**

1. Be committed to the mission of the County.
  2. Work as a member of a team in the performance of duties.
  3. Be punctual for work and use time appropriately.
  4. Work in harmonious relationships with all county staff and community.
  5. Perform duties in a conscientious, cooperative manner.
  6. Perform required amount of work in a timely fashion with a minimum of errors.
  7. Be neat and maintain a professional appearance.
  8. Possess a valid State of Maine driver's license.
  9. Understand and work within Lincoln County Government Policies and Procedures.
  10. Work collaboratively as a member of a team with various groups of staff depending on the issue addressed.
  11. Accept shared responsibility with other team members to successfully accomplish the goals of each team which he or she is a member.
  12. Assure quality in work performed in order to facilitate the delivery of quality services.
  13. Maintain confidence and protect the County by keeping information concerning clients and County Operations confidential.
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**PHYSICAL REQUIREMENTS:**

*The physical requirements described here are representative of those that must be met by the Incumbent to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

While performing the duties of this job, the employee is regularly required to sit for extended periods of time, talk, see, and hear. The employee is required to stand, walk and use hands to finger a standard computer keyboard, use computer, mouse, telephone, radio, TDD, pager, teletype, radio console, printer, copiers, fax, and cell phone. May occasionally lift up to 25 pounds.

Specific vision abilities required by the job include close vision, distance vision, depth perception and the ability to adjust focus. Hearing requirements include being able to hear from both ears at normal decibel levels. Speaking requirements include being able to speak clearly in a calm manner.

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**WORK ENVIRONMENT:**

*The work environment characteristics described here are representative of those the incumbent encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

The work environment is sometimes highly stressful and require the performance of multiple tasks simultaneously. Shift work including nights, weekends and holidays are required.

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Any applicant (or employee upon request) shall have a statement from a physician stating that s/he has had a physical examination in the last 30 days, and that s/he is in good health and physically able to withstand the job related stress and danger. Must be able to maintain an alert state of mind.

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**QUALIFICATIONS NEEDED FOR POSITION:**

**Experience and Skill Requirements:** The following experience and skills are considered essential:

- At least 3-4 years of experience working in Public Safety Emergency Communications required.
- Previous successful experience and/or training in supervision desirable.
- Demonstrated proficiency in oral and written communication skills; superior listening skills.
- Demonstrate ability to remain calm and maintain control in stressful situation.
- Must have the ability to exercise independent judgment in following appropriate procedures and policies, and in prioritizing and performing multiple tasks simultaneously.

**Education Requirements:** The following education requirements are considered essential:

- High School Diploma or equivalent, plus technical or specialized training equivalent to that acquired in a 2-year college, technical or business school.
- Must meet and maintain National Crime Information Center Terminal Operators certification.
- Must be a Certified and Licensed Emergency Medical and Fire Dispatcher.
- Must be certified in the 9-1-1 System currently in use at the Communications Center.
- ETC Certification or equivalent
- CPR Certification.
- ICS 100, 200, 700 and 800.
- Required to maintain current certifications as position requires.
- Working knowledge of Maine Statutes and familiarity with Maine Telecommunications Radio Operation Manual, National Crime Information Center Manual and National Law Enforcement Telecommunication System required.

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\*\* All requirements and skills are considered to be essential, unless otherwise indicated. \*\*

**External and internal applicants, as well as position incumbents who become disabled as defined under the Americans With Disabilities Act, must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case by case basis.**

**The job description does not constitute an employment agreement between the employer and the employee and is subject to change by the employer as the needs of the employer and requirements of the job change.**

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Employee Signature

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Date

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Supervisor Signature

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Date