



Job Title:	SUPERVISOR
Division:	Operations
Reports To:	Operations Manager
Bargaining Unit:	RiverCom Supervisors Association
Status:	Full-time, Non-Exempt
Date:	August 2023
Salary:	\$6,486.25-\$7,987.42 monthly DOE

JOB SUMMARY:

RiverCom is a Public Safety Answering Point (PSAP) that operates twenty-four (24) hours a day, seven (7) days a week processing emergency 911 and non-emergency calls-for-service and dispatching thirty-two (32) law, fire, and emergency medical public safety agencies within Chelan and Douglas counties. The position of Supervisor provides direct supervision of Telecommunicators and the activities of an assigned shift within the Operations Division. The Supervisor is responsible for providing leadership, for setting, promoting, and maintaining a high standard of personal and team job performance, and mentoring Telecommunicator personnel to assist in achieving the desired level of job performance.

In addition, the Supervisor works as an Telecommunicator who answers calls, gathers information, and prioritizes emergency 911 and non-emergency telephone calls for service under pressure and tight time constraints using a computer-aided dispatch (CAD) system. Concurrent with receiving calls-for-service, the Telecommunicator assigns and dispatches the appropriate public safety agency personnel including police, fire, medical, and public service field units; simultaneously communicates with first responders over multiple radio frequencies; monitors field operations; researches, retrieves and enters confidential information into the appropriate data bases; accesses Federal, State, and local intelligence files; monitors security systems and cameras; operates communications systems for the hearing impaired, and utilizes a variety of other complex telecommunication programs and equipment. The Telecommunicator also triages medical emergencies and provides telephonic medical instructions for the care of injured persons.

The position of Supervisor requires excellent leadership, strong time management skills, positive communication skills, ability to make decisions with integrity and objectivity, and the ability to work calmly and effectively with diverse groups of peoples. This position also requires a high degree of professionalism, personal conduct, ethical standards, and confidentiality. In addition to a regular work schedule, the position requires the ability to answer and respond to work on short notice in order to maintain mandatory minimum staffing levels in times of need. This is a technology driven position. Accordingly, the Supervisor is required to adapt to and engage in ongoing changes in leading communication technology such as new protocols, computer and phone system updates, and to obtain and renew certifications.

EXAMPLES OF ESSENTIAL JOB DUTIES AND FUNCTIONS:

In addition to standard Telecommunicator job functions, the Supervisor also provides advanced responsibilities, duties, and functions that include, but are not limited to, the following:

- Required to maintain regular and predictable attendance associated with regular work schedule, voluntary and mandatory overtime assignments, and maintain appropriate leave bank levels
- Employees are required to work a regular 40-hour per week schedule plus additional hours on nights, weekends, holidays, etc. to cover scheduling as needed
- Ability to be contacted twenty-four (24) hours a day, seven (7) days a week, primarily by personal cell phone by voice or text
- Must be able to respond to requests to report to work on short notice, report to work for call-backs, and/or for extended shifts for up to twelve (12) consecutive hours over multiple days, twenty-four (24) hours a day, seven (7) days a week in order to maintain mandatory minimum staffing levels as needed and to cover absences of regularly assigned Supervisors
- In emergency situations, Supervisors may be mandatorily required to report to or return to work
- Maintains a professional, calm, and positive customer service attitude at all times while interacting with callers requesting emergency (911) and/or non-emergency assistance from public safety responders
- Maintains a polite and positive attitude at all times with management, co-workers, public safety personnel, and other associates while at work and when representing RiverCom
- Processes sensitive information in a discreet and professional manner by maintaining a high level of confidentiality
- Is knowledgeable about policies and procedures, directs the functions and activities of ESD personnel to ensure compliance with established policies, procedures, guidelines, and best practices, and enforces policies and procedures especially where applicable to the operations division
- Actively works and participates with administrative staff in the development, implementation, and review of policies, procedures, and training programs
- Perform a variety of front-line supervisory functions including the recommendation and selection of personnel, training, resolve minor work and personnel issues and problems, scheduling, review and approve timesheets, investigate and resolve complaints, motivating and discipline
- Prepares and delivers annual job performance evaluations for ESD personnel
- Promotes and maintains a positive, respectful, and non-confrontational work environment
- Conducts one-on-one counseling and coaching for ESD personnel
- Assists the Operations Manager in collecting data and statistics for reports and analysis
- Oversees the entry and retrieval of data on Washington State Patrol ACCESS systems to assist law enforcement agencies
- Completes a variety of reports and correspondence relating to shift and personnel activities including daily informational passdowns, incident counts, records requests, court documentation (including CAD and ANI/ALI reports), and investigations
- Attends, actively participates in, and routinely chairs a variety of agency-related meetings, exhibits, and functions

- Troubleshoots problems for complex communications and computer equipment and implements minor repairs and/or contacts appropriate party for time-sensitive or immediate attention
- Performs other related duties as assigned

TYPICAL WORK ENVIRONMENT:

Work is generally performed in a secure, quiet office-like environment, with approximately ninety-percent (90%) of duties performed under artificial lighting. Work on the operations floor is conducted using ergonomically adjustable workstations and chairs, with adjustable lighting and air.

- Employees are required to follow code of conduct and dress code policies.
- RiverCom is a non-smoking workplace; the use of tobacco products of any type are prohibited on any property or facility owned, rented, or leased by RiverCom.
- Employees are strictly prohibited from carrying or storing weapons on any property or facility owned, rented, or leased by RiverCom.
- There is no expectation of privacy; all transactions, including verbal and electronic transactions, are recorded, archived and may be available to the public under the Freedom of Information Act.

PHYSICAL REQUIREMENTS:

As a condition of employment, employees must be able to regularly and consistently meet the following physical abilities in the work environment in order to be considered “fit for duty”. Employees must possess adequate hearing, visual acuity, manual dexterity, and mental disposition to fully and successfully perform essential job duties and duties as assigned.

- Must be able to sit for long periods of time with limited opportunity for physical movement while operating communications systems, and while maintaining observation of multiple computer screens
- Must see clearly with 20/20 vision corrected while viewing color coded/prioritized computer screens and under artificial lighting
- Ability to wear telephone/radio headsets through-out the entire work period
- Ability to remain alert and responsive observing color-prioritized computer display screens, under low lighting conditions, for uninterrupted periods of time, and when working during evening and night hours
- Wearing a single-sided headset, must be able to simultaneously hear and understand conversations in the room, radio communications through the head-set and over external speakers and telephone conversations
- There are no light-duty assignments available in this classification

REQUIRED SKILLS AND CHARACTERISTICS:

- Management or supervisory experience (preferred)
- Ability to multi-task within complex situations and under stressful conditions
- Excellent communication skills and ability to effectively and efficiently communicate with others, maintains a patient and approachable manner, is open to ideas and suggestions, offers solutions to problems and contributes as a problem-solver, provides feedback and encouragement as appropriate

- Actively works to create and maintain a positive working environment, treats others in a respectful and courteous manner, recognizes the work and achievement of others
- Ability to react quickly and purposefully to emergency and unanticipated circumstances
- Consistently demonstrates the ability and willingness to share decisions and information in a positive manner in order to uphold RiverCom's mission, objectives, goals, direction, and values and to assist in employee understanding of such matters
- Works professionally and ethically with diverse groups of people while representing RiverCom in a positive manner, serves to protect the best interest of RiverCom, demonstrating self-confidence, and common sense

REQUIRED QUALIFICATIONS:

- Ability to communicate fluently in English, both verbally and in writing
- High School Diploma or G.E.D.
- United States citizenship or Permanent Resident Card
- Valid Washington State Driver's License
- Personal cell phone with texting for contact and call-in
- A minimum of twenty-four (24) consecutive months of non-probationary, fulltime public safety telecommunications experience
- No Written Warning Letters, and no higher level disciplinary action, dated within one-hundred and eighty-three (183) days prior to the application closing date
- Have maintained regular and consistent attendance for the past two (2) consecutive years
- Have completed training, have been signed-off, and have proficiently demonstrated ability to work in effectively in all disciplines (Fire, Law, and EMS)
- WA Criminal Justice Training Commission (CJTC) Telecommunicator I and II certification (or equivalencies for lateral hires)
- Washington State Patrol ACCESS Level I and II certifications (or equivalencies for lateral hires)
- NIMS IS-100, IS-200, IS-700, and IS-800 certifications (or equivalencies for lateral hires)
- Valid CPR certification

ADDITIONAL REQUIRED QUALIFICATIONS FOR LATERAL HIRES:

- Successfully pass a skills test assessing data entry, decision-making, character comparison, cross referencing, reading comprehension and sentence clarity, and multi-tasking
- Ability to proficiently type 45 words per minute, or at least 4500 keystrokes per hour, using combinations of both letters and numbers
- Successfully complete and pass pre-employment testing including polygraph test, law enforcement background check, psychological evaluation, health and drug screening, and credit check

CONTINUED LICENSES, CERTIFICATIONS, AND OTHER REQUIREMENTS:

Continued employment is conditional on the employee's ability to attain and maintain the following certifications and meet certain continuing criteria of employment:

- Must successfully complete training for and receive WA Criminal Justice Training Commission (CJTC) Certified Training Officer (CTO) certification within one (1) year from start date in the position of Supervisor
- WA Criminal Justice Training Commission (CJTC) Telecommunicator I and II certification
- Washington State Patrol ACCESS Level I and II certifications
- Valid CPR certification

- NIMS IS-100, IS-200, IS-700, and IS-800 certifications
- Possess and maintain a valid Washington State Driver's License, and maintain the minimum amount of automobile insurance required by Washington State law
- Continued ability to work varying shift schedules, overtime hours, and holidays
- Continued ability to maintain regular and predictable attendance

The statements contained herein reflect general details describing the primary functions of this job, the level of knowledge and skills typically required, and the scope of responsibility required to fulfill the basic functions of the job. This job description is not an all inclusive list of work requirements. Employees may also expect to perform other duties as assigned, including work in other functional areas to cover absences or relief, to equalize peak work periods, or otherwise balance work loads. This job description does not constitute a written or implied contract of employment.

RIVERCOM 911 IS AN EQUAL OPPORTUNITY EMPLOYER

Revised 031519; Added "RiverCom Supervisors Association" as the official bargaining unit; changed term "Emergency Services Dispatcher" to "Telecommunicator"; removed CJTC "Code of Ethics" requirement, revised definition of RiverCom property; removed telephone at personal residence requirement; removed NIMS IS 704 certification; removed NAED EMD certifications; added valid CPR certification requirement.

Revised 101122; changed term "Shift Supervisor" to "Supervisor."