



# LARAMIE COUNTY

## JOB DESCRIPTION

**TITLE:** Emergency Communications Supervisor

**FLSA:** Non-Exempt

**DEPARTMENT:** Combined Communications

**REVISED:**

**Summary:** Under general supervision, coordinates and participates in the day to day dispatch operations and activities for Laramie County Combined Communications Center.

**Essential Job Functions:** *(Essential function, as defined under the Americans with Disabilities Act, may include the following tasks, knowledge, skills and other characteristics. This list of tasks is ILLUSTRATIVE ONLY, and is not a comprehensive listing of all functions and tasks performed by positions in this class.)*

- Coordinates and participates in dispatch operations and activities for an assigned shift.
- Supervises, trains and evaluates assigned dispatch personnel.
- Coordinates staff scheduling; prepares time sheets.
- Responds to calls and provides emergency response assistance; dispatches emergency response crews and law enforcement officials; covers shift and performs dispatcher functions as required.
- Performs administrative activities including reviewing daily observation reports for new hires, reviewing calls for service from previous shifts, and responding to email correspondence.
- Provides assistance with complaint resolution; addresses shift/departmental issues.
- As required, serves as Training Officer for new personnel.
- As required, serves as EMD Instructor; teaches emergency medical dispatch procedures to new employees and recertifies dispatchers.
- As required, serves as CPR Instructor; teaches CPR to new employees; recertifies all dispatcher annually.
- As required, serves as MSAG Coordinator; maintains databases and updates new streets and address changes.
- Performs other duties as assigned or required.



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### **Knowledge and Skills:**

- Knowledge of dispatch services, activities and processes.
- Knowledge of dispatch technology and tools.
- Knowledge of emergency response standards and protocol.
- Knowledge of law enforcement, fire suppression, and emergency medical technology, terminology, and practices.
- Knowledge of supervisory principles, practices, and methods.
  
- Skill in coordinating dispatch/emergency response services.
- Skill in determining the appropriate level of emergency crew and law enforcement staff to dispatch.
- Skill in providing necessary instruction or information pertinent to officer and citizen well being.
- Skill in liaising with relevant internal and external parties in relation to the delivery of dispatch services.
- Skill in supervising, training and evaluating assigned personnel.

### **Minimum Qualifications:**

Three (3) years emergency dispatch experience; or equivalent combination of education, training and experience. Must have CPR Certification, EMD Certification, POST Certification, law enforcement dispatch training, and NCIC/NLETS training.