

STATE OF SOUTH DAKOTA CLASS SPECIFICATION

Class Title: Communications Specialist Supervisor

Class Code: 40394

Pay Grade: GH

A. Purpose:

Directs the operation of a State Radio Communications station in a dispatch area and supervises the personnel assigned to work in that station to ensure the effective compilation and dissemination of information to federal, state, and local law enforcement personnel, agencies, and the public.

B. Distinguishing Feature:

Communications Specialist Supervisors supervise Communications Specialists at a State Radio Communications station, direct and monitor communication activities, investigate and provide information regarding complaints, request maintenance on tower sites and equipment, and perform communications specialist duties.

Communication Specialists operate the communications network at a State Radio Communications station, coordinate available resources for associated agencies, and monitor multiple alarm and security systems.

C. Functions:

(These are examples only; any one position may not include all of the listed examples nor do the listed examples include all functions which may be found in positions of this class.)

1. Directs and supervises communication activities for a State Radio dispatch area to ensure effective and adequate station coverage 24 hours a day, 7 days a week, 365 days per year.
 - a. Reviews logs, files, tapes, and databases to monitor station communications and operations to ensure quality and accuracy.
 - b. Prepares work schedules for staff.
 - c. Keeps staff aware of policy and procedure changes.
 - d. Responds to emergency situations encountered by staff and determines the appropriate course of action.
 - e. Conducts quality control checks on work performed by all shifts by reviewing status sheets, system reports, databases, logs, and files.
 - f. Copies and distributes forms and information for staff.
 - g. Provides training to staff on changes in procedures and in how to operate new equipment.
 - h. Testifies in court when required.
2. Investigates complaints regarding the functions and operation of State Radio Communications and the agencies it serves.
 - a. Reviews written complaints.
 - b. Listens to audio tape recordings and reviews logs of shift activity for the day of the alleged event and gathers information.
 - c. Provides information to and discusses incidents with the Highway Patrol Sergeant.
3. Requests maintenance for tower sites and equipment to ensure the continuous and efficient operation of the station.
 - a. Contacts technicians about problems with communication towers and equipment.
 - b. Recommends equipment purchases.
 - c. Keeps the Highway Patrol Sergeant aware of equipment problems.

4. Supervises subordinate staff to ensure that the objectives of the work unit are met.
 - a. Interviews and selects staff.
 - b. Provides training and work direction.
 - c. Approves leave requests.
 - d. Addresses staff problems and recommends disciplinary actions.
 - e. Conducts performance appraisals and completes performance documents.
5. Performs other work as assigned.

D. Reporting Relationships:

Typically reports to a Highway Patrol Sergeant and supervises Communications Specialists.

E. Challenges and Problems:

Challenges include ensuring adequate staffing 24 hours a day, 7 days a week, 365 days a year. This is difficult due to a small trained staff at each station, the unpredictability of emergency situations requiring additional staff, covering for absences with short notice, and ensuring equity when scheduling staff for weekends, non-traditional and extended hours, and holidays.

Problems include personnel issues and disciplinary problems; maintaining perceptions of fair treatment by system users, dealing with an increased number of calls during inclement weather, maintaining contact with law enforcement personnel when they are out of their vehicles, locating law enforcement officers in the field, responding to several requests for information at the same time, dealing with malfunctioning alarms and communications towers, numerous telephone calls from the public often reporting the same accident or incident and the caller is not sure what they are seeing or when officers have already responded to the scene; and monitoring twenty-six channels while officers calling in are only monitoring one channel.

F. Decision-making Authority:

Decisions include prioritization of calls, which agency or individual to contact for best results, which information from the database should be disseminated within the state, whether certain situations warrant involvement of additional agencies, scheduling, and disciplinary recommendations, recommendations for policy or procedure changes, scheduling and changes to the schedule, what to do about equipment problems, and requesting overtime.

Decisions referred include approval of overtime, disciplinary actions, policy or procedure changes, final approval of personnel selection, and major equipment repair and budgetary expenditures.

G. Contact with Others:

Daily contact with law enforcement personnel to provide information or assistance; local, state, and federal agency personnel to give and receive information; and the public to receive and provide information.

H. Working Conditions:

The incumbent works at a fixed radio communications station and are confined to the workstation for extended periods of time. State Radio operates 24 hours a day, 7 days a week, and all holidays requiring the incumbent to work rotating or multiple shifts, non-traditional hours, and holidays and may require short turnarounds. The incumbent is constantly placed in stressful situations requiring them to be aware of and maintain contact with law enforcement personnel outside of their vehicles and/or involved in pursuits and special emergency or enforcement situations.

I. Knowledge, Skills and Abilities:

Knowledge of:

- multi-talk group communications systems, teletype systems, and multi-line electronic key telephone networks;
- communication network operating procedures;
- basic law enforcement and emergency response procedures;
- radio codes, procedures, and etiquette;
- basic computer operations including Microsoft Office software;
- the geography, highways, counties, and communities of the state.

Ability to:

- develop and maintain rotating shift schedules;
- supervise;
- operate a computer based multi-talk group communications system, multi-line electronic key telephone network, and a computer operating terminal simultaneously;
- use a computer keyboard;
- speak using good clarity, tone, volume, syntax, grammar, inflections, and modulation;
- organize, condense, and transmit large amounts of information into brief concise summaries;
- maintain logs, manuals, and reference material in accordance with agency or institution policy and with FCC regulations;
- manage time effectively;
- listen and be patient with callers in order to determine what it is they are trying to say;
- read maps, multiple computer terminals, and printouts quickly and accurately;
- deal tactfully with and work effectively with law enforcement officers, emergency response personnel, field units, agency personnel, and the public;
- work alone;
- work irregular hours, holidays, and weekends;
- listen and respond timely to instructions or requests for information;
- exercise good judgment;
- prioritize radio and telephone calls while remaining calm during emergencies and responding appropriately concerning the urgency of the situations.