

HORIZON CITY

Incorporated 1988

****JOB POSTING****

Job Title: Communications Shift Supervisor
Job No.: 22-09-525-12
Department: Public Safety-Dispatch
Classification: Non-Exempt
Job Type: Full-time
Starting Pay: \$43,076.80 annually/\$20.71 hourly
Posting Dates: OPEN UNTIL FILLED

This information is intended to be descriptive of the key responsibilities of the position. The following examples do not identify all duties performed by any single incumbent.

GENERAL SUMMARY

Under general supervision, this is an appointed administrative position which reports directly to the Communications Specialist Manager and is responsible for dispatching all calls for service in a timely manner. In addition to dispatching, the Communications Shift Supervisor assists the public at the front window, answers the public's questions on the phone and refers callers to the correct department all in accordance with Police Policies and Procedures and other regulations as pertaining to all City employees.

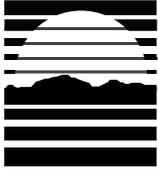
SUPERVISION

General supervision is provided by the Communications Specialist Manager.

ESSENTIAL DUTIES AND RESPONSIBILITIES *(including but not limited to)*

1. Responsible for supervising, training, and scheduling the personnel on their respective shift.
2. Accountable for the effective administration of police services and public safety communications. Must work closely with other public safety organizations.
3. Ensures through personal involvement, supervision and delegation of authority that the division's policies, procedures, rules and regulations and applicable laws are properly enforced and utilized to guide the operational activities of the division.
4. Directly supervise the job performance of their respective shift's employees. Enforces personnel rules and regulations and standards of conduct and work attendance. Assures compliance with safe working practices and procedures.
5. Performs customer service functions by answering telephones and assisting the public at the window/counter.
6. When answering a call for service where a unit needs to be dispatched, the dispatcher obtains and records the information, and calms, negotiates, and otherwise communicates with the caller.
7. Must be able to handle stressful situations.
8. Maintain contact with all units on assignment, maintain accurate status and location of police units, maintain daily computerized log of all field calls and units dispatched.
9. Assists officers by looking up information in the local and national databases; retrieving information from computerized networks relating to wanted persons, missing persons, stolen property, vehicle registration, stolen vehicles and other related information.
10. Ability to speak and write English clearly.
11. Ability to effectively communicate with and elicit information from upset or irate citizens.
12. Ability to learn and use standard radio broadcasting procedures and rules.

"An Equal Employment Opportunity Employer"



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13. Ability to work under pressure, multi-task, exercise good judgment and make sound decisions in emergency situations.
14. Ability to maintain confidentiality of sensitive materials, records and conversations.
15. Ability to learn job related material primarily through observation, structured lectures and training; understand and follow written and verbal instructions; and to correctly use these instructions during training and while performing dispatching duties.
16. Ability to simultaneously monitor at least five computer screens and to immediately access each.
17. Ability to exercise good judgment in evaluating situations and making decisions; ability to dispatch based not only on priority but also on the basis that we value life over property.
18. Ability to react quickly and calmly in emergencies and project a positive image.
19. Ability to operate desktop computers, telephone, fax/copy machine, and base and hand-held radios.
20. Performs any other duties as assigned and as may be necessary to complete regular work.

MINIMUM JOB REQUIREMENTS

EDUCATION

High School Diploma or GED;
Bilingual required (English and Spanish)

EXPERIENCE

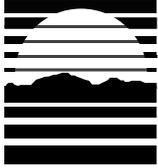
At least a minimum of one year of high-volume public contact experience.
Previous emergency dispatch experience required.

LICENSES AND CERTIFICATES

- Must possess an active Telecommunicator License from the Texas Commission on Law Enforcement (TCOLE).
- Must possess a (TCOLE) Basic Instructor certification or pass the certification training course within 365 days of promotion. The supervisor will be offered no more than two opportunities to obtain certification after which the supervisor will revert to their previous position.

KNOWLEDGE, SKILLS AND ABILITIES

- Must be able to type a minimum of 35 words per minute with 95% accuracy.
- Able to use basic office machines such as fax, copier, and phones. Computer literate.
- Ability to read NCIC/TCIC entries and extract viable information, ability to read and comprehend comments on a call for service. Ordinarily, such education is obtained at the high school level or above. However, it may be obtained from experience and self-study.
- Ability to deal with system of real numbers. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.



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- Ability to write emails to officers, take information from a caller and translate that into police codes, if necessary, and write officers comments on a CAD call card. Ordinarily, such education is obtained at the high school level. However, it may be obtained from experience and self-study.

Other Job Characteristics:

- Work various shifts and weekends.
- May be subject to federal drug and alcohol testing regulations.

The full and completed minimum requirements and employment application can be found on this website at <https://horizoncity.org>.

To apply please complete the Horizon City Application for Employment found in the following website link: <https://www.horizoncity.org/human-resources/> or <https://horizoncitypd.com/careers> and email the completed Horizon City Application for Employment to: eramos@horizoncity.org