



911-Senior Operations Supervisor #01322

City of Virginia Beach – Job Description

Date of Last Revision: 01-07-2019

FLSA Status: Non-Exempt

Pay Plan: General

Grade: 27

City of Virginia Beach Organizational Mission & Values

The City of Virginia Beach exists to enhance the economic, educational, social and physical quality of the community and provide sustainable municipal services which are valued by its citizens. The City of Virginia Beach organization is based upon a belief in the democratic process of government. This belief provides meaningful ways for citizens, reflecting the diversity of our City, to contribute to the development of public policy. This process is enhanced by organizational values which guide member performance within the Virginia Beach Quality Service System. These Values define our desired organizational culture. We value quality customer service; teamwork; leadership and learning; integrity; commitment; and inclusion and diversity.

Class Summary

Work on an assigned/rotation shift and overtime when operations necessitate; responsible for direct oversight within the Emergency Communications and Citizen Services (ECCS) Department Operations Center, a 24/7 operation; report directly to the ECCS Operations Center Manager; may assume command of the ECCS Department in the absence of the Director and Division Managers; coordinate/facilitate division teams and initiatives; serve as principle liaison between the Operations center and the training section and assist with training activities as needed. Alpha I employee/subject to immediate recall during major and/or emergency situations.

Representative Work Functions and Responsibilities

Provide second-level supervision and oversight of ECCS personnel assigned to the task of providing emergency and public safety information for Police, Fire, Emergency Medical Services (EMS), Animal Control, and local government resources; responsible for the development of personnel through mentoring, training, counseling and coaching sessions, performance reviews and assignment of duties; manage and evaluate the performance of supervisory personnel; coordinate the monthly work assignments of telecommunicators to achieve maximum effectiveness and efficiency of available personnel; monitor training of subordinate personnel and recommend/coordinate training assignments/schedules for the shift; and liaison with the training section regarding on-the-job training issues; respond to requests made by subordinates for assistance during situations that require a higher level of experience to maintain a professional operation. Provide appropriate assistance to the public in an efficient, accurate and expeditious manner.

Ensure that all orders, directives, policies and procedures pertaining to operational procedure are adhered to for the Department to operate in an efficient manner; and assist in the development of department/division policies, procedures and plans.

Exercise administrative supervision and accountability of delegated authority, to include initiation and administration of disciplinary action after administrative review and approval.

Ensure that the goals and objectives of the Department are maintained at the highest level.

Perform minor repairs on communications equipment and sophisticated computer equipment to reduce downtime and provide uninterrupted service to the public.

Provide detailed status reports for system technicians to ensure the most cost effective and timely efforts are being carried out

Review and evaluate incoming and outgoing telephone calls, radio transmissions and other operational tasks to ensure that resources are being utilized to their optimum level; and monitor performance indicators and recommend corrective action.

Keep an open line of communication within the Division, Department, and with other City agencies to ensure that changes, problems, and concerns are addressed and resolved as they occur in the best interest of all concerned, thereby assuring smooth operation of inter- and intra- agency actions.

Maintain and update information and data files and logs as necessary for efficient operation, to provide accurate information and records upon request.

Conduct complex investigations for submission to administration.

Prepare reports, presentations, and correspondence as required.

Notify department heads of emergency and disaster situations after appropriate action has been initiated so that they are apprised of critical situations.

Perform other job duties requiring skills, knowledge and physical requirements as demanded by those duties described or less. Individual assignments will be determined by the supervisor based on then current workloads and department needs.

Perform all representative work functions and responsibilities associated with the 9-1-1 Operations Supervisor position.

Performance Standards

Demonstrate a thorough knowledge of the operating procedures for all Public Safety and local government resource agencies and an understanding of all operational orders directives, policies, and procedures and their application; display management techniques which achieve a desired result with emphasis on motivation; demonstrate a thorough knowledge of the operation of all communications equipment and computer equipment; ensure status reports on equipment are complete and contain pertinent information; display innovation and reliability in the creation and maintenance of files; routinely make repairs and adjustments to computer equipment; schedule subordinates so that ample personnel are available; alter work schedules to meet emergency situations; responsible for the development of personnel on their shift through mentoring, training, counseling sessions, performance reviews, and assignment of duties; monitor training needs of subordinates and provide instructions accordingly; liaison with the Training Section regarding on-the-job training issues; perform in a professional manner demonstrating the City's value of quality customer service when in contact with the public; responsible for maintaining security of the ECCS building; effectively communicate with others, whether orally or in writing; ensure that reports, presentations, and correspondence are accomplished/submitted on time with required information; logs and records are maintained in a complete and legible form; routinely remain available to assist and advise subordinates; coach and mentor subordinates to attain optimum level of performance; routinely notify department heads of emergency and disaster situations.

Minimum Qualifications

A High School or GED plus eight (8) years of related experience, including at least one (1) year of experience in a Public Safety Supervisor position, that provides the required knowledge, skills, and abilities.

Must be at least 18 years old.

Must be a United States citizen or have been a lawful resident of the United States for the past 10 consecutive years.

Preferred Qualifications

Participation on department teams such as mentoring, PEER support, Emergency Preparedness ; experience as Telecommunicator Training Officer; possesses current Instructor Certification from DCJS, APCO, or equivalent. An Associate's Degree in Public Safety fields or related field, comparable credit hours toward a Bachelor's Degree in the same fields, or a Bachelor's Degree in an unrelated field (from a college or university accredited by an agency recognized by the US Department of Education).

Special Requirements

Must be able to work rotating shifts in a 24/7 environment (days/evenings/midnights) including weekends and holidays and be available to work overtime when required to meet operational needs.

Pass criminal history check

Acceptable background check results

Must obtain and/or maintain Virginia Criminal Information System (VCIN) certification

Must obtain and/or maintain Emergency Medical Dispatch (EMD) certification

Must obtain and/or maintain a valid CPR certification

Successful completion of a pre-employment vision and hearing assessment to ensure NENA requirements are met.

Manual dexterity to operate communication equipment including telephone equipment and a multi-screen computer console.

Vision to operate communication equipment including telephone equipment and a multi-screen computer console.

Hearing to respond to verbal requests for police, fire, or emergency medical services and for information from callers, co-workers, and supervisors, and to respond to alarms and signals, etc.

Positions within this class have been designated as Alpha I positions requiring employees to work during inclement weather, regardless of the City's operational status and may be subject to immediate recall during major and/or emergency situations.

Knowledge-Skills-Abilities Required to Perform Satisfactorily

A. Knowledge

1. Knowledge of the geography of the City and surrounding area.
2. Knowledge of Department and division rules, regulations, policies and procedures.
3. Knowledge of police, fire, EMS, Animal Control and local government resource agencies policies and procedures.
4. Knowledge of the operation of city and state agencies and the services they provide to the community.
5. Knowledge of federal and state laws governing radio operations.
6. Knowledge and understanding of human behavior.

7. Knowledge of the operation and maintenance of communications equipment and computer equipment.
 8. Knowledge of state and City codes.
 9. Knowledge of developing long and short term goals and objectives and how to access informational resources to develop goals.
 10. Knowledge in identifying trends or patterns in workload.
 11. Knowledge of personnel management and supervisory techniques.
 12. Knowledge of operational procedures and offense classifications.
 13. Knowledge of various City of Virginia Beach operational polices.
 14. Knowledge of NIMS and Emergency Management operating practices.
- B. Skills
1. Skill in operating communications equipment.
 2. Skill in working with stressful and/or emergency situations.
 3. Skill in providing effective leadership for subordinates.
 4. Skill in observing and evaluating work performance.
 5. Skill in both oral and written communication.
 6. Skill in supervising and motivating employees.
 7. Skill in interpreting various departmental policies, procedures, rules and regulations.
 8. Skill in reading maps and giving directions.
 9. Skill in keyboarding to operate computer-based equipment.
 10. Skill in creating reports, presentations, and correspondence using appropriate computer software programs.
- C. Abilities
1. Ability to plan, organize and supervise the work of others.
 2. Ability to speak clearly and distinctly.
 3. Ability to prepare technical reports and conduct statistical research.
 4. Ability to communicate effectively, both orally and in writing.
 5. Ability to make sound decisions, even under adverse conditions.
 6. Ability to interact with the public under adverse conditions.
 7. Ability to interpret and disseminate emergency directives and orders.
 8. Ability to function effectively under adverse working conditions.
 9. Ability to work rotating shifts and hours.
 10. Ability to develop long and short term goals and objectives and to access informational resources to develop goals.

Working Conditions

The below stated working conditions are intended to provide a general overview of the environmental conditions inherent in the job setting, as well as the physical, mental, and sensory requirements necessary to perform the essential functions of positions in the noted job title. A more detailed description will be made available at the position (PCN) level.

NOTE: Per HR Policy 6.19, Americans with Disabilities, the City follows the requirements of the Americans with Disabilities Act (ADA) in all hiring and employment decisions. The City shall not discriminate on the basis of disability in its hiring and employment practices. The City shall make reasonable accommodations for the known physical or mental limitations of a qualified applicant or employee with a disability upon request unless the accommodation would cause an undue hardship on the operation of the City's business.

Physical Requirements: *Physical refers to the requirement for physical exertion and coordination of limb and body movement.*

Requires sedentary work that involves sitting for long periods of time, but may involve walking or standing for brief periods of time, involves exerting up to 10 pounds of force on a regular and recurring basis, and requires continual use of a computer keyboard and other peripheral devices.

Mental Requirements: *Mental refers to the degree that the job involves cognitive activities, and use of mental processes*

Performs clerical, technical, or supervisory tasks requiring a wide range of procedures and requiring intensive understanding of a restricted field or complete familiarity with the functions of a unit or small division of an operating agency; requires normal attention with short periods of concentration for accurate results or occasional exposure to unusual pressure.

Environmental Conditions: *Environmental refers to job conditions inherent to the job setting, including those that may lead to injury or health hazards even though precautions have been taken.*

This job involves a risk of limited to no exposure to any environmental hazards.

Sensory Requirements: *Sensory refers to hearing, sight, touch, taste, and smell required by the job.*

This job requires normal visual acuity, and field of vision, hearing, and speaking.