

J O B O P P O R T U N I T Y
C I T Y O F M A N S F I E L D , O H I O

ORDINANCE #21-041

POSTING DATE: 09/03/21
DEADLINE DATE: 10/15/21

SUPERVISOR I

The City of Mansfield, Ohio, Director Human Resources, announces the opening of the following position in the **PUBLIC SAFETY COMMUNICATIONS CENTER:**

POSITION:
Supervisor I

ANNUAL SALARY:
\$30,200-\$56,500

GENERAL STATEMENT OF DUTIES:

Under general supervision, supervises shift (s) of telecommunicators; oversees and performs telecommunications functions; performs related duties as required.

EXAMPLES OF WORK (ILLUSTRATIVE ONLY):

Supervises shift(s) of telecommunicators in performance of tasks; assigns tasks, provides direction and ensures work complies with division standards; plans and prepares work schedules; assists Operations Supervisor in planning work, setting priorities, assessing operational and training needs and reviewing and revising SOP's; provides on-the-job training for probationary and regular telecommunicators; performs and prepares on-going performance evaluation of all subordinates; enforces personnel policies, issues oral and written reprimands; hears and resolves grievances; prepares correspondence, forms and other documents;

Oversees and performs telecommunications functions; supervises operations of Communications Center on shift; performs duties of telecommunicator; oversees preparation and maintenance of communications logs, reports and schedules; oversees updates to various computer systems including VolP, 9-1-1, CAD, and various web based services; audits log books; conducts investigations of incidents or complaints concerning operations as necessary or directed; communicates problems and emergencies to Operations Supervisor; assumes complete supervisory responsibility for division in absence of Operations Supervisor.

DESIRED KNOWLEDGE AND SKILLS:

Knowledge of: (1) city and division policies and procedures, (2) safety practices and procedures, (3) FCC rules and regulations, (4) public safety radio dispatching procedures, (5) employee training and development, (6) supervisory principles and practices, (7) 911 terminal operating procedures, (8) LEADS computer operation, (9) geographic layout of jurisdiction, Skill in:(10) typing, (11) data entry, Ability to: (12) interpret a variety of instructions, (13) exercise independent judgment, (14) read copy and record figures accurately, (15) communicate

effectively, (16) develop and maintain effective working relationships, (17) resolve complaints, (18) recognize unusual or threatening conditions and take appropriate action, (19) maintain records according to established procedures, (20) demonstrate manual dexterity.

ACCEPTABLE EXPERIENCE AND TRAINING:

Completion of a secondary education or equivalent, supplemented by progressively responsible telecommunications experience, including supervision training or experience; or any equivalent combination of experience and training which provides the desired knowledge, skills and abilities.

LICENSE/CERTIFICATION REQUIREMENTS.

Must possess or be able to obtain LEADS certification, EMD, and EMD-Q certificates.

The specific statements shown in this description are not intended to be all inclusive. They represent typical elements and criteria considered necessary to successfully perform the job.

APPLICATIONS FOR THIS POSITION WILL BE ACCEPTED IN THE HUMAN RESOURCES OFFICE. "WE ARE EQUAL OPPORTUNITY EMPLOYER". WE DO NOT DISCRIMINATE ON THE BASIS OF RACE, RELIGION, COLOR, SEX, AGE, NATIONAL ORIGIN OR DISABILITY.