



CITY OF WEBSTER CITY JOB BAND DESCRIPTION

POSITION: Administrative Assistant/Communications Supervisor

JOB – BAND CLASSIFICATION: Senior Administrative Support/Supervisor

Definition: Under direction of the Chief of Police, provides complex administrative and technical support, to include supervising and scheduling the police dispatching staff.

Essential Functions:

Essential functions, as defined under the Americans with Disabilities Act, may include any of the following representative duties, knowledge, and skills. This is not a comprehensive listing of all functions and duties performed by incumbents of this class; employees may be assigned duties which are not listed below; reasonable accommodations will be made as required. The job description does not constitute an employment agreement and is subject to change at any time by the employer.

Essential duties and responsibilities may include, but are not limited to the following:

- Manages, oversees, trains, evaluates and schedules police dispatching staff.
- Provides team leadership for public safety related technology projects, changes or new equipment implementations plans.
- Performs troubleshooting, maintenance, and backup functions related to public safety software and systems
- Writes and documents procedures and maintains and updates dispatch training manual.
- Provides administrative support to entire police department as needed.
- Prepares technical reports; documents policies and procedures; performs research.
- Supervises staff including provision of timely performance evaluations; recommends and implements approved discipline; provides staff development; and maintains high standards necessary for efficient, professional operations.
- Schedules work and supervises daily operations for a work unit. Monitors activity and results.
- Recommends improvements in policy and procedures.
- Develops proposed unit budget, work plans and goals. Monitors budget, coding bills for the department.
- May prepare minutes, reports, resolutions and agendas for Council or committees.
- Completes special projects as needed.
- Interview dispatch applicants, makes hiring and disciplinary recommendations.
- May develop relatively complex computer subroutines.
- Checks, verifies and balances statistical and other reports for accuracy.
- Makes hiring recommendations and supervises the training of new staff.
- May routinely develop complex computer subroutines and/or assist in the development of new programs and modules.

- May participate in City Council and other city committee meetings.
- Guides and directs employees, handles routine problems and unexpected situations.
- Maintain confidentiality of work-related issues and City information.
- Schedules and allocates the daily workload within the work unit.
- Required to report to assigned worksite as scheduled.
- Performs other duties of a similar nature or level as assigned.

While these areas are the primary focus of the position, we believe strongly in teamwork and employees will be called upon to perform a variety of duties as a part of their role with the City.

Supervision Exercised:

Supervision of dispatch staff

Required Competencies:

Including but not limited to the following:

- Understand, maintain, backup, trouble shoot program public safety related computer systems and software applications, coordinating with IT department as needed.
- Supervise the daily operations of the dispatch system to assure that all requirements and expected standards are met.
- Supervised staff including provision of timely performance evaluations; recommends and implements approved discipline; provides staff development; and maintains high standards necessary for efficient, professional operations.
- Builds and maintains respectful, positive working relationships with staff, supervisors, outside agencies and the public using principles of good customer service; proved effective conflict resolution, as needed.
- Models appropriate professional supervisory conduct; maintains appropriate confidentiality of sensitive information; complies with and supports city policies and procedures, labor laws and union contract.
- Attends assigned meetings and training; interacts with outside agencies and commissions; participates in teams, or committees, as needed.
- Assures staff works in a safe manner; follows safety requirements; monitors and assures compliance with regulations and other legal requirements.
- Modern public safety related communication and emergency dispatch supervision processes, requirements, techniques, practices and equipment.
- Understand complex state and federal regulations, laws, codes, policies and solutions in the area of law enforcement services related to emergency dispatch services and communications.
- Understand City processes and procedures and specific requirements of assigned program area.
- Work with and control sensitive and confidential information.
- Organize, implement and supervise departmental goals and city objectives.
- Forecast and monitor a budget.
- Establish and maintain respectful, effective and cooperative working relationships with those contacted in the course of work.
- Communicate effectively, orally electronically and in writing.
- Performs other duties, as assigned.

Education, Experience and Technical Skills Required:

High school diploma or equivalent. Three years of increasingly responsible technical, administrative or analytical experience in a public agency in related function or equivalent experience and/or advanced education that would provide the opportunity to develop the required skills, knowledge and abilities.

Physical and Environmental Requirements:

Ability to talk, write, read, reach, hear, see, grasp, and maintain a rapid work speed. Job usually involves sedentary work, with occasional pushing, pulling or lifting of up to 50 lbs., and the ability to sit for extended periods of time.

FLSA/Wage Hour Status: Non-Exempt