



CITY AND COUNTY OF SAN FRANCISCO

EMPLOYMENT OPPORTUNITY

The following information describes the civil service classification for which applications are being solicited.
Make sure you read the entire job announcement before completing the application form.

8239 PUBLIC SAFETY COMMUNICATIONS SUPERVISOR **CBT-8239-054916**

Under general supervision, the Public Safety Communications Supervisor is a first-line supervisor responsible for providing working supervision, direction, and technical assistance, on an assigned shift to subordinate staff engaged in the operation of emergency 9-1-1 telecommunication, computer aided police, fire and EMS dispatch, and two-way radio communication equipment; and perform related work as required.

SALARY:

The annual salary range is \$71,032 - \$86,320 annually. Retirement benefits, medical and dental insurance, floating holidays, tuition reimbursement, and premium pay are available.

ESSENTIAL JOB FUNCTIONS:

- Directing, coordinating, monitoring, and evaluating subordinates' performance; conducting performance evaluations.
- Training, coaching and counseling subordinates; conducting internal investigations.
- Preparing, presenting and maintaining departmental reports and records; performing administrative functions.
- Promoting a safe and health work environment; operating a Police, Fire and EMS two-way radio, computer dispatch terminal, and call evaluating equipment as needed.
- Coordinating dispatching of multiple emergency services upon receipt of report of emergencies.
- Maintaining working knowledge and understanding of public safety policies and procedures for the Division of Emergency Communications, Police, Fire, and Emergency Medical Services.

ESSENTIAL JOB REQUIREMENTS:

- Ability to type on a computer keyboard for prolonged periods of time,
- Ability to maintain a high level of sustained manual dexterity: utilize a multi-screen computer system, touch screens, keyboard, mouse, two-way radio, phone system, headset, and foot pedals while receiving and/or monitoring staff processing calls.
- Ability to prioritize and multi-task effectively in a fast-paced high stress environment.
- Ability to maintain confidentiality of information.
- Maintain knowledge and understanding of, and comply with, public safety policies and procedures for the Department of Emergency Communication, Police, Fire, EMS and other emergency service providers.
- Ability to identify area geography and recognize circumstances that pose hazards to public safety field units and the public.
- Maintain all required certifications.
- Able to report and mobilize as necessary.
- Performing additional duties as required.

WORK HOURS:

The Communication Center operates 24 hours a day, 7 days a week. Supervisors may be required to work rotating schedules including days, evenings, nights, weekends, holidays, and overtime as needed. Supervisors may be required to work shifts of more than 8, 10, or more hours, and must be willing and able to respond, report, and mobilize as necessary.

MINIMUM QUALIFICATIONS:

1. Three (3) years of verifiable work experience as a Public Safety Dispatcher in a large metropolitan area of approximately 100,000 resident population; **AND**
2. Ability to type at the rate of 40 words per minute (net) on a computer utilizing windows environment and operate a computer assisted dispatch terminal; **AND**
3. Candidates must not have been convicted of a felony in this State or an act in any other state or in any federal jurisdiction, which would have been a felony if committed in the state (P.O.S.T. Administrative manual-1000 (a)(2)). Criminal records will be carefully reviewed. Those candidates who do not report their complete criminal history records on their application will be disqualified.

DESIRABLE QUALIFICATIONS: Possession of current CPR certification. Certification from the National Academy Emergency Medical Dispatch verifying current certification as an Emergency Medical Dispatcher and certification from the National Academy of Emergency Fire Dispatch verifying certification as an Emergency Fire Dispatcher are highly desired. Strong supervisory, technical analytical, leadership skills; excellent communications skills; both oral and written; ability to successfully implement and manage changes in order to meet organizational goals and objectives.

Minorities, Women, and Persons with Disabilities are encouraged to Apply
An Equal Opportunity Employer

HOW TO APPLY:

Applications will be accepted online at www.jobaps.com/sf, beginning June 16, 2008. The **final date** for submitting an application will be **Friday, July 18, 2008 by 5 p.m.** Late applications will not be accepted. Faxed or e-mailed applications will not be accepted.

Computer kiosks are located in the lobby of the Department of Human Resources, 44 Gough Street, San Francisco, for use by the public to complete and submit your application. Hours of operation are from 8:00 a.m. to 5:00 p.m. Monday through Friday.

SELECTION PROCEDURE:

- **Oral/Performance Examination:** Candidates will be tested to determine their relative knowledge, skills and abilities in job-related areas, which may include but not be limited to: Knowledge of procedures used in the operation of a public safety communications center; supervisory ability; knowledge of technical equipment and operational procedures; interpersonal ability; oral and written communications ability. Candidates may be required to perform a written exercise as a part of the Oral/Performance Examination.
Weight:..... **100%**
- **Employment, Character and Background Investigation:** Prior to appointment, each candidate’s background will be reviewed to determine fitness for this employment. Information received from candidates is certified by investigation of records held by the Criminal Justice System and DMV, as well as contact with employers and references listed by the candidate. Reasons for rejection include the use of controlled substances, felony convictions, repeated or serious violations of the law, negative financial/credit history, inability to work cooperatively with co-workers, inability to accept supervision, or other relevant factors. Criminal records will be carefully reviewed. Candidates who are currently City and County of San Francisco employees in class 8238 Public Safety Communications Dispatcher may be required to go through Employment, Character, and Background Investigation.
- Criminal history that would preclude access to the California Law Enforcement Telecommunications System (CLETS) is disqualifying. Applicants currently on probation in this or any other state will be disqualified. Criminal records will be carefully reviewed; those candidates who do not report their complete criminal history records will be disqualified. Deliberate inaccuracies or omissions will be cause for disqualification.
Weight:..... **Qualifying**
- **Psychological Evaluation:** Candidates may be required to undergo a polygraph examination to verify the veracity and accuracy of the information submitted regarding, but not necessarily limited to, the use of controlled substances, driving, criminal, medical and employment history, and other job-related factors.
Weight:..... **Qualifying**

All eligible candidates not currently employees of the City and County of san Francisco in Class 8238 will be placed on the Eligible List under waiver pending successful completion of Employment, Character and Background Investigation and Polygraph Examination.

Qualified applicants will be notified by mail of the date, time, and location of the examination. Qualified applicants with disabilities requiring reasonable accommodation for this examination must contact the Personnel Analyst at (415) 558-3872 or in writing at the Department of Emergency Management, 1011 Turk Street, San Francisco, CA. 94102 (specify Class number 8239).

NOTE:

- Applicants must pass and maintain continued employment eligibility throughout their employment.
- The Certification rule for this examination is Rule of Three Scores.
- Eligible persons who pass the examinations will be placed on the eligible list under waiver pending the successful completion of the Employment, Character and Background Investigation.
- All City and County employees are designated by both State and City law as “Disaster Service Workers.”

General information concerning City and County of San Francisco employment policies and procedures may be found in the pamphlet entitled “Important Employment Information.” This information, including information regarding appeals of the terms of this announcement, is part of the terms of all announcements. The pamphlet is available at the Department of Human Resources Information Office, 44 Gough Street.

Issued: June 16, 2008
Announcement No: 8239POOL
Team: DEM/JJ -415-558-3872

**Combined,
Promotive, &
Entrance**

Micki Callahan
Executive Director
Department of Human Resources