**Class Summary**

The responsibilities of this classification include supervising and overseeing the work of communications specialists during a shift or within an organizational unit. It is at the first-line supervisor level, and incumbents are responsible for the effective and efficient operation of the Communication Center.

**Distinguishing Characteristics**

This is a single-level classification. This classification is distinguished from the Communications Specialists classification in that incumbents in the Communications Supervisor classification's primary function is supervising Communications Specialists - Dispatchers and Communications Specialists – Receivers.

**Examples of Duties**

1. Supervise assigned staff by performing or participating in the following personnel responsibilities: training, staff selection, recommending and/or implementing disciplinary actions, and assisting with labor relations issues. Evaluate and formally and informally document work performance; coach, counsel, monitor, and motivate assigned staff. Establish and/or prepare staffing schedules.
2. Plan, schedule, and supervise the work activities of subordinates; provide assistance, guidance, and direction with difficult or unusual problems.
3. Identify staff training needs; recommend and provide/obtain necessary training. Ensure that new employees are properly equipped and trained. Assist in/provide training to subordinates on law enforcement principles and procedures and other police-related subjects. Act as the training supervisor on a rotational basis.
4. Observe and instruct subordinates to learn and apply laws, rules, procedures, and regulations in varied situations.
5. Assist Communications Specialists with call receiving and dispatch duties when necessary for call center operations.
6. Review all reports and records prepared by subordinates. Oversee the documentation of case reports and complaints. Review and inspect the investigative procedures followed by subordinates to determine the accuracy and thoroughness of the investigation. Properly route approved reports.
7. Provide the Public Information Officer’s contact information to members of the media and lead facility tours for citizens or law enforcement visitors.
8. Develop, recommend, and implement modifications or revisions in existing operating procedures.
9. Maintain accurate attendance and payroll information; update and maintain personnel files.
10. Investigate, resolve, keep a record of, and report conclusions/outcomes of policy and/or procedure investigations and work alongside human resources to investigate personnel issues within the communications center.
11. Provide prompt, accurate call-out notifications for unusual occurrences, specialty unit response, and command staff.
12. Maintain comprehensive knowledge of and competency in using all equipment/technology used in the Communications Center to effect immediate repairs/fixes or to be able to notify appropriate technicians for formal repairs.
13. Perform other duties as assigned.

**Knowledge/Skills**

Knowledge of routine police operating procedures and controlling laws and ordinances

Knowledge of the rules and regulations of the King County Sheriff’s Office

Knowledge of the principles of effective interviewing and report writing

Knowledge of first aid principles and skill in their application

Knowledge of principles and practices of human resources management and supervision

Skill in oral and written communication

Skill in leading and motivating subordinates

Skill in analyzing situations quickly and objectively and determining an appropriate course of action to be taken in any emergency

Skill in training, motivating, supervising, scheduling, and evaluating the work of subordinates

Skill in handling multiple competing priorities

Skill in analytical thinking, problem solving, and conflict-resolution

Skill in planning, organization, time, and project management

Ability to make appropriate, timely decisions without immediate management input

Ability to positively affect customer satisfaction by maintaining an effective, responsive, and concerned staff

Ability to effectively engage in and sustain relationships with people from diverse cultures and socio-economic backgrounds

Ability to work independently and as a team member

Demonstrated proficiency with business applications, such as Microsoft Office suite

**Education and Experience Requirements**

Any combination of education and experience that clearly demonstrates the ability to perform the job duties of the position

**Licensing, Certification and Other Requirements**

This is a Civil Service classification

All incumbents must be US citizens and be able to read and write the English language

Ability to work rotating shifts, including nights, weekends, and holidays and demonstrate predictable, reliable, and timely attendance is required

Offers of employment are contingent on passing a thorough background investigation, which includes a polygraph examination and psychological examination

Additional licenses, certifications and other requirements determined to be necessary to meet the business needs of the employing unit may be required

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| **FLSA Designation** | Non-Exempt |
| **Service Status** | Civil Service |
| **EEO Code** | 2 |
| **Levels within same series** | None |
| **Class History** | 08/2007 – Updated font and format |

10/2025 – Updated content