



JOB DESCRIPTION

Position: Support Services Supervisor
Reports To: Executive Director
FLSA Status: Non-Exempt
Last updated: 5/30/2024

Core Values: Ethics, Professionalism, Encouragement, Innovation

Position Summary:

The Support Services Supervisor is responsible for maintaining the national accreditation process and Quality Assurance program for the Jefferson County Communications Center Authority. This is achieved through planning and managing accreditation activities, including maintaining files and proofs of compliance. Performs a variety of complex clerical and administrative work.

Supervision Received:

Works under the general supervision of the Executive Director.

Supervision Exercised:

Supervises Quality Assurance and Emergency Notification Systems Coordinator.

Essential Duties, Functions and Responsibilities:

(The duties listed are intended only as illustrations of the various types of work that may be performed, and are in no way construed or perceived to be exhaustive. The employee may also be required to perform additional functions and duties as assigned.)

- Evaluate accreditation needs; and identify, implement, and manage the application of accreditation standards to meet compliance requirements.
- Direct, monitor and advise personnel in regards to maintaining accreditation standards, including the establishment of proper documentation demonstrating accreditation compliance.
- Plan, manage and monitor accreditation on-site assessments.
- Conduct planning and research on communication related topics using standard research and analysis methods.
- Conduct regular reviews of SOPs and policies and procedures. Meets with appropriate staff and recommend revisions to policy and procedures manuals as needed to comply with the Commission on Accreditation for Law Enforcement Agencies (CALEA) standards, legislative mandates and judicial rulings.

- Collects and analyzes data for preparation of conclusions and recommendations in support of CALEA requirements. Educates staff about analysis and report preparation of data.
- Aides in the development and standardizing of procedures and methods to improve and continuously monitors the efficiency and effectiveness of programs, service delivery methods and procedures. Identify opportunities for improvement and recommend to management staff and director.
- Supervises the Quality Assurance Technician and Emergency Notification Systems Coordinator. This includes preparing and conducting timely and constructive performance appraisals and feedback.
- Recommend training for employees to operational supervisors and Training Manager regarding deficiencies discovered during Quality Assurance duties; may be involved in related employee consultations.
- Create professional documents, presentations and correspondence that reflect Jeffcom in a positive manner.
- Serve as the agency NCIC/CCIC coordinator. Maintain appropriate files and serve as the point of contact between Jeffcom and CBI.
- Provides training and various types of presentations to personnel to ensure implementation and compliance with required standards and accreditation software.
- Participates in the Rocky Mountain Accreditation Network to foster liaisons with other agencies.
- Maintain accreditation software including user groups, workflows for document review, revisions and updates to policies and procedures and other documents as needed.
- Collaborate with the training department on APCO Agency Training Program Certification and ongoing maintenance support.
- Serve as the point of contact for the organization for media related events. Coordinate social media efforts and posts engaging the community and stakeholders as necessary.
- Maintain confidentiality of all information regarded as confidential under Jeffcom policy and/or applicable law.
- Perform a variety of public contact work with citizens, stakeholders, and employees.
- Ensure training efforts are met and community and stakeholder engagement strategies are at the forefront.
- Investigate and analyze information/data and draw accurate conclusions.
- Complete job-related trainings, certifications, and continuing education to sharpen and expand technical skills and knowledge as assigned and required.
- Work cooperatively in a team environment, always promoting a positive, professional image of Jeffcom.

- Demonstrate knowledge of, and comply with, all Jeffcom rules, policies and procedures.
- Regular and predictable attendance is required.
- Work in excess of 40 hours in a work week, as required, including evenings, holidays, and weekends.
- Perform all other duties as assigned.

Minimum Education, Experience, License and Certification Requirements:

- High school diploma or equivalent. Advanced education or training related specific to field preferred. Two years of college-level course work preferred.
- Three (3) years prior supervisory experience.
- Five (5) years prior experience in emergency communications center or related field.
- Experience with both CALEA and ACE Accreditation preferred.
- Obtain and maintain Emergency Medical Dispatcher (EMD), CPR, Emergency Fire Dispatcher (EFD), and National Crime Information Center (NCIC)/Colorado Crime Information Center (CCIC) certifications. Additional certifications may be required during employment.
- Working knowledge of recording system, ProQA and AQUA applications preferred.
- Experience with PowerDMS Software preferred.

Required Knowledge, Skills and Abilities:

- Ability to work under general supervision and instruction according to established practices and Jeffcom policies and procedures.
- Ability to develop and maintain cooperative and professional relationships with employees and all levels of management to include representatives from other departments and organizations.
- Ability to learn and apply knowledge of communication center accreditation standards including management philosophies and operations and related familiarity with state, federal and other local agencies and organizations. Knowledge of public administration philosophies and concepts.
- Outstanding customer service and interpersonal communication skills are required. Exceptional organizational skills and attention to detail are required. Ability to be flexible, innovative, and to work independently.
- Proficiency with office procedures and equipment, including computers and applicable software, such as MS Office (Word, Excel, Outlook, PowerPoint), software related to law enforcement fire, and emergency medical services, and other office software.

- Knowledge of applicable federal, state and local laws, codes and regulations relevant to emergency communications for law enforcement, fire, and emergency medical services.
- Knowledge of occupational hazards and standard safety practices.
- Ability to communicate effectively and to prioritize multiple tasks.
- Ability to read, write, speak and understand the English language at a level adequate to perform the duties of the position.
- Ability to travel periodically for conferences.

Physical Demands:

Lifting and Carrying:

Position requires ability to frequently lift/move objects of up to 10 pounds in weight, and occasionally lift/move objects of up to 25 pounds in weight.

Body Positions:

This position will involve sedentary, administrative work in an office environment. This position requires ability to sit for extended periods, and frequent pushing, pulling, pinching, gripping, reaching over head, reaching away from body, and repetitive motions. Standing, walking, kneeling, stooping, bending, lifting, and squatting also will be required as necessary to perform the duties of the position.

Vision and Hearing:

Use of sensory activities, such as talking, seeing, and hearing, will be required frequently. Position requires close vision and the ability to adjust focus.

Mental Requirements:

Information Retention:

Must be able to read, remember and use policies, procedures, criminal laws and ordinances that apply to the position.

Language Ability:

Must be able to speak English clearly and concisely to communicate with callers, emergency responders, and co-workers.

Reasoning:

Ability to apply common sense understanding to carry out instructions furnished in written or oral form and to solve problems with good judgment and decision-making skills.

Work Environment and General Information:

Work is in a restricted access area, typical office environment with other staff speaking on phones and radios in an adjacent communications center. Contact with other public jurisdictions and members of private industry. Contact with employees in work unit and in other departments.

ADA Compliance Statement:

The human resources goal of Jeffcom is to select and retain the best qualified applicant for each available job. An applicant's or employee's disability will not remove the application from consideration or current employee from his/her job if the applicant or employee is able to perform the essential functions of the job with or without reasonable accommodation unless such accommodation will result in undue hardship for Jeffcom or pose a safety risk to the applicant, employee, or others.

Jeffcom complies with the American with Disabilities Act. If you require special accommodation in order to apply for this position, please contact the Human Resources.

The job description does not constitute an employment agreement between the employer and the employee, and is subject to change by the employer as the needs of the employer and requirements of the job change.