

POSITION DESCRIPTION

Job Title	:	Communication Shift Supervisor
Unit	:	Information and Communications Technology Unit
Division	:	General Administration Division
Reporting to	:	Business Operations Coordinator
Supervising	:	Telecommunicators
Summary	:	The Communication Shift Supervisor will lead, supervise, motivate, appraise and communicate effectively with team members in handling a high volume of incoming emergency calls.

Duties and Responsibilities :

- Ensures that the Telecommunicator's policy document is adhered to at all times.
- Supervises the work of Telecommunicators to ensure that all emergency calls from the distressed public are answered, classified and documented and that assistance is provided with the Department's Standard Operating Procedure (SOP).
- Submits monthly reports, detailing the activities on the shift and makes recommendations for possible improvements.
- Completes quarterly performance appraisal reports for the Telecommunicators and recommends training as required.
- Trains Telecommunicators in new applications as it pertain to their functions.
- Maintains vacation and sick leave records as well as the attendance register.
- Calls out other shift supervisors/team members in cases of emergencies.

- Plans, schedules and reviews the work of the Telecommunicators' schedules to ensure effective and efficient operations; determines work priorities within authorized limits; maintains staffing levels; monitors attendance; evaluates employees; disciplines.
- Monitors employees' performance by:
 - Monitoring calls to ensure quality service
 - Reviewing computer generated reports to ensure reports conform to the Standard Operating Procedures (SOP)
 - Retrieving archived studio records and conducting reviews for quality assurance.
- Organizes, supervises and co-ordinates communications operations on an assigned shift.
- Conducts test of equipment and system operation and notify technicians of equipment failures and malfunctions.
- Appraises supervisor of on-gong incidents.
- Responsible for supervision of a sophisticated communications dispatch operation including data entry and retrieval systems.
- Performs any other related duties as may be required.

**Experience
and Training**

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- Five (5) CXC subjects including English Language and Mathematics at General Proficiency Levels I, II and III.
 - Supervisory Training.
 - Minimum three (3) years supervisory experience in a security environment.
 - Knowledge of the job would be an asset.
 - Computer Literate as evidenced by a certificate from a registered institution.
 - Ability to effectively lead and train others.
 - Experience within a team-based environment in Customer Service will be an asset.
 - Ability to communicate effectively both orally and in writing.