



Emergency Communications Centre Supervisor

DEFINITION

This classification is responsible for the general operation and supervision of staff of the Edmonton Police Service's Emergency Communications Centre (ECC). The ECC is responsible for answering and triaging all 911 calls within the City of Edmonton and for the management, evaluation and dispatch of both emergency and non-emergency calls for the Edmonton Police Service. The ECC Supervisor will supervise all operational staff working at one of the two active operational sites and will work a schedule that supports 24x7x365 operations (40 hours). The position must liaise with front line commanders to ensure personnel resources are deployed as required while managing risk to the public, police and partner agencies and to the Edmonton Police Service. In addition, the position is responsible for ensuring ECC operations meet quality standards for performance, accuracy and speed of service.

TYPICAL DUTIES *

Monitors the performance of the Emergency Communications Officers, and ensures that policies and procedures are correctly followed. Instruction and feedback are provided as required.

Make sound decisions by gathering the necessary information and perspectives through collaboration and consideration of alternatives.

Review all reports that track productivity and performance standards.

Assists team with resolving difficult caller or event situations.

Coordinates shift activities during major emergencies.

Represents and coordinates quality improvement activities for the shift and participates in quality assurance activities.

Responsible for day to day staff assignment, and to ensure adequate staffing exists at all times.

Ensures that sufficient communications equipment is available and operating properly. Takes corrective action as required.

Provides team leadership for the shift, and acts as the inter-shift and cross-shift spokesperson.

Performs related duties as required.

KNOWLEDGE, ABILITIES AND SKILLS

Sound knowledge of all emergency service agencies, communications consoles, radio receivers, transmitters, encoders, decoders, telephone equipment, recording equipment, MDC system, departmental email, and any other equipment required in a modern public safety communications centre. Knowledge of directives that advise who is contacted should a failure with one of the above mentioned systems occurs.

Ability to exercise independent judgement in evaluating, prioritizing, and acting upon emergency and routine requests and the ability to handle several situations simultaneously.



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Good decision making involving life threatening and day to day operational decisions.

Maintain proficient and current skills as an evaluator and dispatcher.

Ability to maintain composure during stressful situations.

Possess effective interpersonal communication methods and techniques, including conflict resolution and general mediation techniques.

TRAINING AND EXPERIENCE REQUIREMENTS

Job Level

- Completion of grade 12 or equivalent required
- Emergency Communications and Response Certificate and/or equivalent education from a recognized post secondary institution required
- Experience with call-taking or the use of protocol software (e.g. ProQA) required
- Minimum five (5) years' working experience in an Emergency Communication Centre;
OR
- Minimum three (3) years' working experience in a Police Emergency Communication Centre and one (1) full working year and at least 2080 hours of police dispatch experience
- Emergency Police Dispatch (EPD) certificate is considered an asset
- Supervisory experience is considered an asset

* *This is a class specification and not an individualized job description. A class specification represents and defines the general character, scope of duties and responsibilities of all positions within a specific job classification. It is not intended to describe nor does it necessarily list the essential job functions for a specific position in a classification. Positions may perform some of the duties listed above but this does not necessarily qualify for placement into this classification.*

Salary Plan	<u>21M</u>	<u>21A</u>	<u>21B</u>	<u>21C</u>
Job Code			3423	
Grade			059	
Originated:	2021			
Last Updated:				
Previous Updates				