

City of Fort Worth, Texas Job Description

Classification Title	Telecommunications Supervisor		
Job Code:	9012	Job Family:	Fire
Pay Grade	Z11	Date Reviewed:	02/18/2025
FLSA Status	Nonexempt	Date Revised:	05/16/2025

GENERAL SUMMARY

Supervises and coordinates telecommunications and dispatch program activities and operations within the Fire Department on an assigned shift. Coordinates assigned activities with other divisions, outside agencies and the general public.

ESSENTIAL DUTIES & RESPONSIBILITIES

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job. Incumbents may be requested to perform job-related tasks other than those specifically presented in this description.

1. Directs, coordinates and reviews the work for telecommunications and dispatch services and activities on an assigned shift.
2. Assigns work activities and projects and monitors work flow.
3. Reviews and evaluates work products, methods and procedures and meets with employees to identify and resolve problems.
4. Monitors and evaluates the quality, responsiveness, efficiency and effectiveness of assigned emergency communication programs, service delivery methods and procedures.
5. Assists in directing the operations of assigned shift, including identifying and dispatching needed emergency response vehicles and monitoring staffing levels.
6. Coordinates and oversees the operations of the Telecommunications Center on an assigned shift including the implementation of plans and procedures for various emergency dispatching situations, including re-routing of emergency calls to appropriate jurisdiction.
7. Monitors the operation of various emergency response, recording and dispatching equipment; determines and schedules needed maintenance and repair.
8. Gathers, compiles, records and reports all data relating to public safety emergency response and dispatching activities; ensures timely response to calls and determine needed improvements.
9. Performs other related duties as required.
10. Adheres to assigned work schedule as outlined in the Department and City attendance

policies and procedures; ensures all behaviors comply with the City's Personnel Rules and Regulations.

KNOWLEDGE, SKILLS & ABILITIES

- **Knowledge of:**
 - Operational characteristics, services and activities of an emergency communication and dispatching program.
 - Methods and techniques of emergency call response and dispatching.
 - Divisional standard operating procedures.
 - Operational characteristics of emergency communication and dispatching equipment.
 - Modern office procedures, methods and computer equipment.
 - Geography and surrounding area of the City.
 - Principles and practices of municipal budget preparation and administration.
 - Principles of supervision, training and performance evaluation.
 - Pertinent Federal, State and local laws, codes and regulations.
 - Fire Department Personnel Rules and Regulations.
 - Departmental call processing and dispatch response goals.
- **Skill in:**
 - Data entry.
 - Record Keeping.
 - Organizational.
 - Attention to detail.
 - Listening.
 - Make Observations.
 - Operate assigned equipment.
- **Ability to:**
 - Supervise, direct and coordinate the work of subordinate employees on an assigned shift.
 - Select, supervise, train and evaluate subordinate employees.
 - Recommend and implement goals and objectives for providing effective telecommunications emergency response services on an assigned shift.
 - Direct and oversee the operations of the Telecommunications Center on an assigned shift.
 - Gather, compile, record and report all data relating to dispatching activities.
 - Interpret and explain City emergency response policies and procedures.
 - Prepare clear and concise reports.
 - Communicate clearly and effectively, both orally and in writing.

MINIMUM JOB REQUIREMENTS

High School graduate or GED and two years' experience as a Telecommunicator for the City of Fort Worth.

OTHER REQUIREMENTS

Must have Emergency Medical Dispatch (EMD) license; must pass Civil Service examination for Telecommunications Supervisor.

Must meet CJIS requirements.

WORKING CONDITIONS

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Depending on assignment, positions in this class typically require touching, talking, hearing, seeing, grasping, standing, walking and repetitive motions.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Light Work – Depending on assignment, positions in this class typically exert up to 20 pounds of force occasionally, up to 10 pounds of force frequently, and/or a negligible amount of force constantly having to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for the Sedentary Work category and the worker sits most of the time, the job is rated Light Work.