# St. John's Regional Fire Department
# Policy and Operational Guidelines

**Title:** 01-02-12 Communications Supervisor

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| **Document Type:** | Job Descriptions |
| **Status:** | |
| **Issued By:** | Director/Chief SJRFD |
| **Index:** | 01 Organization |
| **Section:** | 02 Department Job Descriptions |
| **Title:** | 12 Communications Supervisor |

**Purpose**

To outline the duties and responsibilities of the position of Communications Supervisor.

**Background**

This replaces "Responsibilities and Duties of the Communications Officer", dated 1994/01/01.

**Procedure**

## COMMUNICATIONS SUPERVISOR

Reporting to the Manager of Communications and Program Development, this position is responsible for the efficient and effective day to day operations of the 911 Communications Center.

a. Manages and supervises the daily activities, operations, and personnel of the 911 Communications Center.

b. Conducts shift scheduling based on annual leave, sick leave, and all other approved leave.

c. Supervises staff under his/her authority, evaluates the effective performance and takes corrective action to improve the effectiveness of staff and programs.

d. Ensures that proper records are maintained and develops statistical information which can

be used to evaluate the effectiveness of the Communications Division and staff.

e. Monitors 911 recorded calls and upon request, compiles 911 information for outside agencies.

f. Monitors the security of all 911 equipment.

g. Develops and maintains a departmental quality assurance program to monitor 911 calls in accordance to the standards set out by the Department.

h. Ensures the 911 Redundant Center equipment is updated and operational for immediate use.

i. Handles or directs complaints or inquiry calls to appropriate person(s).

j. Establishes and maintains effective working relationships with any/all outside agencies related to the 911 Communications Center, including service providers and emergency service agencies.

k. Acts as liaison for all municipalities within the Region for the opening of new streets.

l. Supervises the maintenance of the VHF Radio System, including purchasing, arranging maintenance and distribution of mobile and portable transceivers, base station and repeaters.

m. Assists with the licensing of all radio units with Industry Canada.

n. Upon request, assists with the Emergency Operation Centre **(EOC)** for the City as well as responds to same in case of major disaster.

o. Upon request, assists with the disaster plan for the Airport and the National Harbour, as it pertains to the Fire Department dispatch and response.

p. Acts as the 911 Communication Centre Co-ordinator for the Director **(Fire Chief)** or Senior Officer in case of major fire or emergency within the Regional Services.

q. Arranges all necessary service and repairs for the 911 telephone system.

r. Maintains an inventory of all equipment and programs.

s. Receives and distributes all new municipal street maps and makes requests for maps when required.

t. Recommends changes and upgrades to 911 systems.

u. Ensures pertinent Management, Senior Officers and/or other personnel are notified of major emergencies or 911 equipment malfunctions.

v. Ensures proper notification is made to private companies on malfunctions to its alarm

alerting equipment located in the 911 Communications Center.

w. Performs other duties as designated by the Director **(Fire Chief)**, Manager of Communications and Program Development or his/her designate.

**Approvals**
Director/Chief of SJRFD

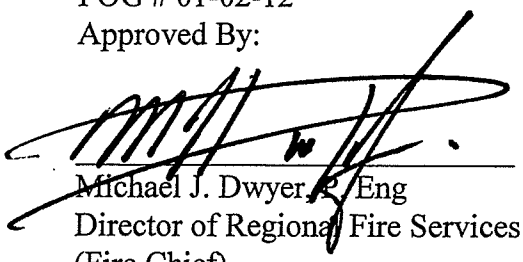
**Approval Date**
2012/03/05

**Revision Date**

**Rescind Date**

**Responsibility**
St. John's Regional Fire Department

POG # 01-02-12
Approved By:



Michael J. Dwyer, P. Eng
Director of Regional Fire Services
(Fire Chief)

2012/03/05
Date

On Behalf of the City of St. John's Human Resources Department

**Appendix/Appendicies**
None