

## CITY OF ST. LOUIS CLASSIFICATION SPECIFICATION

### CLASSIFICATION

**TITLE:** EMS Communications Supervisor

**CLASS CODE:** 5723

### GENERAL DESCRIPTION OF DUTIES:

Under general direction; performs work of moderate difficulty in scheduling and supervising the work of employees engaged in the dispatching of emergency medical units, ambulances, and other vehicles from a centralized communications office; performs related work as required.

### DISTINGUISHING CHARACTERISTICS

This is a journey-level managerial classification in the Emergency Medical Series – Emergency Medical Supervisory Group job family within the City of St. Louis. Incumbents perform a variety of moderately complex duties. The distinguishing characteristics of this classification within the series include responsibility for acting as second-line supervisor, scheduling workers and completing activity reports.

Incumbents work under general direction. They are generally in charge of an organizational unit, plan and carry out assignments with considerable independence, and have some latitude in developing procedures and methods. Supervision is given by occasional conferences.

This is a supervisory class, delegated on a regular daily basis the accountability and signature authority, for actions and decisions that directly impact the pay status and tenure of **two or more full time equivalent** positions. The supervisory duties must include:

Providing documentation to support corrective and disciplinary actions;

Signing performance plans and appraisals;

Resolving informal grievances or formal grievances at the first step;

Starting the hiring process, interviewing applicants and recommending hires, transfers or promotions.

The supervisor has authority to plan, organize, assign and direct the work of other agency employees, and is accountable for the work performance of those employees.

**EXAMPLES OF WORK (Illustrative Only):**

*(The list of duties is intended to be representative of the duties performed in positions within this classification. It does not include all the duties that may be assigned to a position and is not necessarily descriptive of any one position in this class.)*

Plans, assigns and supervises the operations of a City-wide Emergency Medical Service dispatching system.

Supervises patient transportation unit dispatching, and St. Louis Radio Communications Center dispatching for a wide range of municipal departments and services.

Reviews department logging records daily.

Investigates all incidents or complaints from the public involving dispatching services from the operations center.

Assists Emergency Medical Service personnel in field investigations.

Inspects and insures proper functioning of Emergency Medical Service two-way radios, dispatching consoles, logging recorder, encoder, multi-line telephone and other operations center equipment.

Schedules and conducts defensive driving program and written test.

Schedules and approves all duty assignments and leave requests.

Monitors employees work performance and completes quarterly and annual ratings of performance; performs basic routine maintenance on all operations center equipment.

Performs other related duties as assigned

**KNOWLEDGES, SKILLS AND ABILITIES:**

**Data Utilization:**

Requires the ability to perform mid-level data analysis including the ability to audit, deduce, assess, conclude and appraise. Requires discretion in determining and referencing such to established criteria to define consequences and develop alternatives.

**Human Interaction:**

Requires the ability to provide first and second line supervision. Ability to persuade, convince, and train subordinates others. Ability to advise and provide interpretation regarding the application of policies, procedures and standards to specific situations.

**Equipment, Machinery, Tools and Materials Use:**

Requires the ability to operate, calibrate, tune and synchronize, and perform complex rapid adjustment on equipment, machinery and tools such as two-way radio, computer terminal, telephone, and/or related materials used in performing essential functions.

**Verbal Aptitude:**

Requires the ability to utilize a variety of advisory data and information such as activity reports, accident reports, citizen complaints, shift summaries, attendance reports, personnel policies, work schedules, inventory lists, technical operating manuals, statutes, procedures, guidelines and non-routine correspondence.

**Mathematical Aptitude:**

Requires the ability to perform addition, subtraction, multiplication and division; calculate percentages and fractions.

**Functional Reasoning:**

Requires the ability to carry out instructions furnished in written, oral or diagram form. Involves semi-routine standardized work, with some latitude for independent judgment regarding choices of action.

**Situational Reasoning:**

Requires the ability to exercise the judgment, decisiveness and creativity required in critical and/or unexpected situations involving moderate risk to the organization.

**Environmental Factors:**

Work is normally performed in an office environment under generally safe and comfortable conditions where exposure to irate individuals poses a very limited risk of injury.

**Physical Requirements:**

Tasks involve the ability to exert very moderate physical effort in light work, typically involving some combination of lifting, carrying, pushing and pulling objects and materials of moderate weight, twelve to twenty pounds.

Tasks may involve extended periods of time at a keyboard or workstation.

**Sensory Requirements:**

Requires the ability to recognize and identify degrees of similarities or differences between characteristics of colors, shapes, sounds, odors and textures associated with evaluating emergency incidents and technicians' performance, and related objects, materials and tasks.

The City of St. Louis is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City of St. Louis will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the City.