



City of Kansas City, Missouri Job Class Specification

Job Title:	Communications Officer	Department:	FIRE
Job Code:	3012	Status:	NONEXEMPT
		Grade:	F-12

Summary

Work involves assisting the Division Chief, or other ranking chief officer with responsibility for the Communications Center, for the direction, coaching, counseling and dispute resolution of subordinate personnel. Employees of this class are required to perform the full range of dispatching and call taking duties. Supervisory responsibilities include not only general supervision of specific assigned employees, but also the daily oversight of Communications Specialists work performed while on duty. Communications Supervisors provide technical assistance to staff, resolve minor work or personal issues, and provide input regarding, discipline, training, and operations.

This position works under the supervision of the Division Chief who makes assignments and addresses unusual situations or problems with no clear precedent. Communications Supervisors carry out work and are expected to resolve problems in accordance with instructions, policies, procedures, and applicable laws and regulations.

Duties and Responsibilities

- Performs all key tasks and duties of the Communications Specialist classification. Assists the Division Chief in the supervision of assigned Communications Specialists.
- Provides direction to other assigned Communications Specialists, as it pertains to emergency and non-emergency communications.
- Unless direction is handled by the Division Chief, supervises and assists in the work of subordinates in the Communications Center.
- Evaluates shift operations through personal observation and recommends improvements or modifications to work practices and employee performance.
- Works proactively with staff to resolve performance or personnel issues at the lowest level.
- Conducts employee evaluations, reviews TeleStaff for accuracy, and investigates complaints under the direction of the Division Chief.
- Works with the Division Chief of Communications to identify issues and implement basic corrective actions including oral counseling.
- Assists with instruction of proper dispatch procedures.
- Assists with the development and implementation of formal training programs for communications personnel.
- Performs related duties as assigned by the on duty Division Chief of Communications.

Technical Skills	<p>Considerable knowledge of:</p> <ul style="list-style-type: none">• The names and location of principal streets, buildings, and landmarks in Kansas City, Missouri.• Apparatus types, staffing requirements, and use of all KCFD resources.• KCFD Communications General Administrative Guidelines (GAGs)• Article XIV <i>Communications Division</i> of the Collective Bargaining Agreement between the City and Local 42.• The operation of the department's electronic communication systems, including telephone, radio, computer, and other communications equipment. <p>A working knowledge of:</p> <ul style="list-style-type: none">• KCFD General Administrative and Operational Guidelines, policies and procedures, and knowledge of where to locate for reference. <p>Ability to:</p> <ul style="list-style-type: none">• Speak clearly and concisely in a well-modulated voice and to use good diction. Think and act quickly, calmly, and accurately in emergency situations. Establish and maintain good working relations with other employees and the public. Maintain records and prepare reports accurately, and dispatch and take messages accurately.
Education and Experience	<p>Requires four (4) years of continuous service with the Kansas City, Missouri, Fire Department to include a minimum of three (3) years a Communications Specialist;</p> <p>OR</p> <p>Four (4) years of continuous service with KCFD to include a minimum of one (1) year in the Communications Division and at least two (2) years as a Fire Captain.</p>
Certificates/ Licenses/Special Requirements	<p>Must have Emergency Medical Dispatcher (EMD) eligibility</p> <p>Must pass a background check as prescribed by the City.</p>
Supervisory Responsibility Supervision Received	<p>Exercises supervision over all assigned personnel.</p> <p>Work is performed under general supervision of a Division Chief</p> <p>Note: This job description should not be construed to imply that these requirements are the exclusive standards of the position. Incumbents will follow any other instructions, and perform any other related duties, as may be required. Reasonable accommodation will be provided to qualified individuals with disabilities. The City of Kansas City has the right to revise this job description at any time. The job description is not to be construed as a contract for employment.</p>
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Revised	3/2018, 01/2024 4/2024