

City of San José
CLASS SPECIFICATION

Title: Radio Communications Supervisor (8528)

DEPARTMENT	ACCOUNTABLE TO	FLSA STATUS
Public Works	Varies	Non-Exempt

CLASS SUMMARY

Under direction, supervises staff, and provides technical advice and assistance in directing services in the operations of the Citywide Public Safety and non-Public Safety Radio Communications systems. Plans, schedules, and evaluates work performed by assigned staff. This position supervises the day-to-day operations of the Radio Communications Shop. Responsibilities include researching and maintaining inventory for equipment, parts, and supplies; maintaining work order logs; and assisting in providing process recommendations plans. Performs related work as required.

DISTINGUISHING CHARACTERISTICS

The Radio Communications Supervisor is the third level of the Communications series responsible for providing direct supervision over assigned staff, and for ensuring the work performed meets the City and state/federal-mandated standards and specifications. Incumbents regularly work on tasks that are varied and complex, requiring considerable discretion and independent judgment. Positions in this classification rely on experience and judgment to ensure the efficient and effective functioning of the City's radio communication infrastructure. Assignments are given with general guidelines and incumbents are responsible for establishing objectives, timelines, and methods to deliver services. Work is typically reviewed upon completion for soundness, appropriateness, and conformity to policy and requirements. This class differs from Senior Communications Technician in that the Radio Communications Supervisor is responsible for serving in a full supervisory capacity.

QUALIFICATIONS

(These qualifications are typically required. An equivalent combination of education and experience sufficient to satisfactorily perform the duties of the job may be substituted.)

Minimum Qualifications

Education and Experience

Completion of a 60 semester/90 quarter units coursework in electronics communications or electronic engineering from an accredited college or university AND five (5) years of experience in increasingly responsible communications systems installation, maintenance and repair , including at least two (2) years of experience in the area of public safety communications and at least two (2) years of lead or supervisory experience.

Acceptable Substitution

A Bachelor's degree from an accredited college or university in Telecommunications Management, Electrical or Electronic Engineering, or a related technical field AND three (3) years of experience in increasingly responsible communications systems installation, maintenance, and repair, including at least two (2) years of experience in the area of public safety communications and at least one (1) year of lead or supervisory experience. There is no substitution for the two (2) years of experience in the area of public safety communications.

Required Licensing (such as driver's license, certifications, etc.)

- Possession of a valid State of California Driver's License.

Other Qualifications

(Incumbents may be required to have different combinations of the listed qualifications, or more specific job-related qualifications depending on the position.)

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Basic Competencies

(Needed at entry into the job in order to perform the essential duties.)

- Job Expertise – Demonstrates knowledge of and experience with applicable professional/technical principles and practices in radio communications engineering and administration in various areas including the public safety field and knowledge of basic electronics theory and electronic communications equipment; Citywide and departmental procedures/policies and federal and state rules and regulations.
- Communication Skills - Effectively conveys information and expresses thoughts and facts clearly, orally and in writing; demonstrates effective use of listening skills and displays openness to other people's ideas and thoughts.
- Computer Skills - Experienced with common business computer applications including but not limited to: MS Outlook, MS Word, MS PowerPoint, MS Access, and MS Excel.
- Team Work and Interpersonal Skills - Develops effective relationships with co-workers and supervisors by helping others accomplish tasks and using collaboration and conflict resolution skills.
- Planning – Acts to align own unit's goals with the strategic direction of the organization; Defines tasks and milestones to achieve objectives, while ensuring the optimal use of resources to meet those objectives.
- Problem Solving - Approaches a situation or problem by defining the problem or issue; determines the significance of problem; collects information; uses logic and intuition to arrive at decisions or solutions to problems that achieve the desired outcome.
- Supervision – Sets effective long and short-term goals based on a good understanding of management practices; establishes realistic priorities within available resources; provides motivational support; empowers others; assigns decision-making and work functions to others in an appropriate manner to maximize organizational and individual effectiveness.

Additional Competencies and/or Desirable Qualifications

(Competencies, knowledge, skills and abilities that are more position specific and/or likely to contribute to more successful job performance.)

- Possession of Federal Communications Commission (FCC) General-Class Radio-Telephone Operator's License OR an Association of Public-Safety Communications Officials (APCO) Certificate of Competency OR a National Association of Business and Educational Radio (NABER) Certificate is desirable.
- A Bachelor's degree from an accredited college or university in Telecommunications Management, Electrical or Electronic Engineering, or a related technical field is desirable.

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DUTY NO.	TYPICAL CLASS ESSENTIAL DUTIES: (These duties and estimated frequency are a representative sample; position assignments may vary depending on the business needs of the department.) Duties may include, but are not limited to, the following:	FREQUENCY*
1.	Supervises the day-to-day operations of the Radio Communication shop, including the design, installation, operation, maintenance and repair of fixed, mobile, and portable radios and radio sites, microwave, and wireless radio devices.	Daily/Several Times
2.	Supervises staff to include: prioritizing and assigning work; conducting performance evaluations; ensuring staff are trained; and providing hiring, termination and disciplinary recommendations.	Daily/Several Times
3.	Coordinates unit project priorities and assists in the preparation of work schedules and timelines.	Daily/Several Times
4.	Ensures that Federal Communications Commission rules and regulations are adhered to in the installation, maintenance and repair of radio and communication equipment.	Daily
5.	Researches parts/materials/supplies and oversees and maintains inventory of parts/materials/supplies required to provide services.	Daily
6.	Evaluates work orders and requests for installation and modifications; estimates costs; clarifies work orders; inspects jobs and equipment; and, approves and coordinates work orders.	Daily
7.	Consults with representatives of city departments regarding maintenance issues of communication systems; responds to public complaints of radio interference to electronic consumer products; investigates complaints of inoperative communication systems and makes necessary reports.	Weekly
8.	Maintains accurate records, including an inventory of equipment serviced by the radio shop, a parts inventory, and a file of completed work orders.	Weekly
9.	Outreaches to external agencies and professional groups to build and maintain positive working relationships and information sharing techniques.	Intermittent
10.	Prepares specifications and bids for communications equipment; may assist management in negotiating and monitoring contracts and agreements with vendors, agencies, and contractors.	Intermittent
12.	Prepares and assists in the planning and implementation of program work plans and improvement projects, including assisting in the preparation of unit budget.	Intermittent
13.	Provides recommendations to process improvements and assists in implementing changes.	As Required
14.	Respond during off-duty hours to emergency situations which may arise in the communication systems and perform corrective action as needed, including equipment or hardware troubleshooting.	As required
15.	Performs other duties of a similar nature or level.	As required

*Frequency defined as Daily/Several Times, Daily, Weekly, Intermittent, or As Required

PHYSICAL/ENVIRONMENTAL ELEMENTS

The following is a general statement for the classification. Individual positions may have additional or different physical/environmental elements.

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Possess ability to:

- Move between/within work areas, including but not limited to sitting, standing, and walking on various surfaces, turning, bending, grasping, and making repetitive hand movements;
- Communicate in person and over the telephone or radio;
- Maintain professional demeanor during interactions with staff, customers and the public.
- Operate, access, enter, and retrieve data using standard office equipment, including but not limited to a computer or tablet;
- Read printed materials and a computer screen;
- Lift, carry, push, and pull materials and objects up to 25 pounds, or heavier weights, in all cases with the use of proper equipment;
- Be exposed to moderate noise levels and controlled temperature conditions.

CLASSIFICATION HISTORY *Created 08/18; s000*