



**CITY OF LONG BEACH  
CLASSIFICATION SPECIFICATION**

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**TITLE:           COMMUNICATIONS CENTER SUPERVISOR**

**DEFINITION:** Under direction, supervises assigned shift of workers engaged in the receiving of requests for service and dispatching of City personnel and vehicles.

**EXAMPLES OF DUTIES:**

- Plans, assigns and supervises the work of employees engaged in the receiving of requests for service and dispatching of City personnel and vehicles;
- Selects, trains and evaluates subordinates;
- Participates in the development and enhancement of computerized dispatch systems with primary responsibility for retraining of subordinates;
- Monitors requests for service for proper response;
- Investigates and reports on complaints relating to communications center;
- Monitors communications equipment and reports malfunctions;
- Participates in the administrative duties of the Communications Division including, but not limited to, the development of on-going training programs, preparation of the annual budget, and maintenance of an up-to-date operations manual;
- Performs other related duties as required.

**HISTORY:**

Established: 07/01/78

Revised: 03/05/79

Approval/Adoption Dates: 03/05/79