



## Career Service Authority

Page 1 of 5

# Superintendent of Radio Communication

### GENERAL STATEMENT OF CLASS DUTIES

Performs second-level supervisory responsibilities over employees involved in the purchase, installation, operation and maintenance of radio communications systems for multiple departments/agencies.

### DISTINGUISHING CHARACTERISTICS

#### ***Guidelines, Difficulty and Decision Making Level:***

Guidelines are in the form of stated objectives for the section, unit, function or project. Work assignment is generally unstructured and employee is responsible for assigning and supervising a variety of functions to achieve the objectives of the section, unit or project. Duties performed involve weighing and evaluating factors requiring judgment, analytical ability and problem solving. Employee is responsible for simultaneous coordination and supervision of several functions, programs or projects in various stages of completion.

#### ***Level of Supervision Received and Quality Review:***

Under managerial direction, the employee has personal accountability for carrying out the work objectives of an organizational unit or section within the scope of established guidelines and the mission of the agency or department. Employee is expected to resolve problems that arise in the normal course of the work. Work may be discussed with higher level supervisors and reviewed for soundness of judgment and feasibility of decisions.

#### ***Interpersonal Communications and Purpose:***

Contacts of a non-prescribed nature involving the negotiation and resolution of non-routine problems encountered and where exceptional degrees of discretion and judgment and specialized knowledge are required in carrying out the programs and policies of an organization.

#### ***Level of Supervision Exercised:***

Supervises two or more first-level, Electronic Technician Supervisors.

### ESSENTIAL DUTIES

Oversees the radio communications systems for multiple departments/agencies, including digital trunked radio systems, digital microwave networks, mobile data terminal and automated remote data collection systems and the infrastructure and paging terminals for the city's paging system.

## Superintendent of Radio Communication

Page 2 of 5

Researches new technologies, equipment, methods, and/or programs and recommends the purchase of all radio-related equipment for multiple departments/agencies including radar devices and mobile computer terminals.

Directs the disbursal and inventory of all radio communication equipment to multiple departments/agencies and coordinates projects with senior management, city agencies, vendors and users.

Evaluates quality, effectiveness and efficiency of bureau activities and quality standards governing installation, repair, quality control and safety precautions. Develops long- and short-range plans for the city's emergency communication system. Negotiates, administers and monitors contract work in progress and upon completion to ensure compliance with approved specifications.

Supervises the section's timed emergency response program to ensure 24-7 immediate coverage of all equipment malfunctions. Ensures the integrity of emergency back-up communication systems and the installation of radio-related security systems at various city facilities.

Ensures the city's compliance with Federal Communications Commission regulations and requirements and oversees the request, renewal and tracking process of all related licenses.

Performs public relations, resolves operational and unforeseen procedural problems and addresses other concerns as directed or necessary.

Advises multiple departments/agencies regarding emergency communication systems equipment and operational procedures.

Determines the priorities, goals, and objectives of the division or work functions assigned and develops and manages the budget by allocating funds to accomplish objectives.

Implements and interprets policies and procedures developed by senior managers and establishes or modifies bureau-level policies and procedures.

Directs the development of performance evaluation standards for functions managed within the guidelines set by top management. Develops performance standards and formally evaluates the work of directly subordinate supervisors and/or staff.

Implements staff training and development programs which provide knowledge of new technologies, opportunities for individual employee growth, continuity of work flow during employee absences, and long-range development of employees.

Interviews and selects staff reporting directly to this position and assists with other interviews as required. Initiates disciplinary action for employees when necessary and assists lower level supervisors as required. Receives formal and informal grievances and conducts preliminary discussions for settlement when necessary.

.....  
Any one position may not include all of the duties listed.  
However, the allocation of positions will be determined by  
the amount of time spent in performing the essential duties  
listed above.  
.....

## MINIMUM QUALIFICATIONS

### ***Competencies, Knowledges & Skills:***

**Oral Communication** – Expresses ideas or facts to individuals or groups effectively; makes clear and convincing oral presentations; listens to others; facilitates an open exchange of ideas.

**Written Communication** – Expresses facts and ideas in writing in a succinct and organized manner.

**Problem Solving** – Identifies and analyzes problems; uses sound reasoning to arrive at conclusions; finds alternative solutions to complex problems; distinguishes between relevant and irrelevant information to make logical judgments.

**Decisiveness** – Makes sound and well-informed decisions; perceives the impact and implications of decisions; commits to action, even in uncertain situations, in order to accomplish organizational goals; causes change.

**Interpersonal Skills** – Considers and responds appropriately to the needs, feelings, and capabilities of others; adjusts approaches to suit different people and situations.

**Human Resources Management** – Empowers staff by sharing power and authority; develops lower levels of leadership, pushing authority down and out throughout the organization, shares rewards with staff; ensures staff are properly selected, used, appraised, and developed, and are treated fairly.

**Technical Competence** – Understands and appropriately applies procedures, requirements, regulations and policies related to specialized expertise (for example, engineering, physical science, law, or accounting); maintains credibility with others on technical matters.

**Influencing/Negotiating** – Persuades others; develops networks and coalitions; gains cooperation from others to obtain information and accomplish goals; negotiates to find mutually acceptable solutions; builds consensus through give and take.

**Planning and Evaluating** – Determines objectives and strategies; coordinates with other parts of the organization to accomplish goals; monitors and evaluates the progress and outcomes of operational plans; anticipates potential threats or opportunities.

Knowledge of principles and practices of communication engineering, maintenance and system management including voice, data, radio, microwave, and VHF/UHF transmission sufficient to effectively manage the section's operation.

Knowledge of the design, procurement, installation, operation and maintenance of radio communication systems sufficient to provide technical oversight.

Knowledge of analysis and research techniques sufficient to determine what information is needed, secure and analyze desired information and formulate logical recommendations.

Knowledge of budgeting procedures and requirements sufficient to be able to develop and administer a budget to accomplish section's objectives.

Knowledge of management principles and practices sufficient to be able to ensure the efficient and effective attainment of operational and section goals.

Knowledge of supervisory principles and practices sufficient to be able to perform a variety of supervisory functions including delegating responsibilities and assignments, establishing and maintaining supervisors' performance evaluation programs, and processing grievances and discipline for subordinate staff.

Knowledge of employee development principles and practices sufficient to be able to ensure the long-range success of the organization by incorporating cross training, delegation, mentoring, job specific training, and other principles into the daily work of the organization.

Knowledge of interviewing techniques sufficient to be able to select and hire appropriate personnel for positions or approve recommendations for subordinate supervisors.

Skill in developing and implementing policies and procedures relative to the work assignment and in evaluating the effectiveness of existing methods and procedures and making recommendations for modification or improvement.

Skill in analyzing work functions and developing methodologies to ensure effective and efficient completion of the work assignment.

Skill in developing techniques and methodologies to resolve unprecedented problems or situations.

Skill in utilizing the principles and practices of effective and persuasive communications to elicit information, negotiate problem resolution, and/or garner support for various programs or policies.

Skill in establishing and maintaining effective working relationships with employees, various representatives of public and private entities, policy making bodies and the public.

Skill in interpreting and enforcing city, state and federal regulations.

### ***Physical Demands:***

Sitting: remaining in the normal seated position.

Handling: seizing, holding, grasping, or otherwise working with hand(s).

Fingering: picking, pinching, or otherwise working with fingers.

Talking: expressing or exchanging ideas by means of spoken words.

Walking: moving about on foot.

Hearing: perceiving the nature of sounds by the ear.

Repetitive motions: making frequent movements with a part of the body.

Eye/hand/foot coordination: performing work through using two or more.

Crouching: bending body downward and forward by bending legs.

Raising and lowering objects up to 10 pounds

### ***Vision Requirements***

Near Acuity: ability to see clearly at 20 inches or less.

Far Acuity: ability to see clearly at 20 feet or more.

Depth perception: ability to judge distances and space relationships.

Field of vision: ability to see peripherally.

Accommodation: ability to adjust vision to bring objects into focus.

Color Vision: ability to distinguish and identify different colors.

### ***Working Environment:***

Pressure due to multiple calls and inquiries

Subject to many interruptions

Subject to long, irregular hours

Handles emergency or crisis situations

***Education Requirement:***

Graduation from high school or possession of a GED Certificate plus eighteen semester hours of directly related management course work from an accredited college or university which must have included management, human resources, business communication and report writing.

***Experience Requirement:***

Three years of supervisory experience over skilled electronics trade workers involving the purchase, installation, operation and maintenance of radio communication systems involving voice, data, radio, microwave, and VHF/UHF transmission.

***Education/Experience Equivalency:***

Additional appropriate education may be substituted for one year of the minimum experience requirement. Successful completion of the Career Service Supervisory Development Series may be substituted for nine semester hours of college course work requirements.

***Licensure and/or Certification:***

Position requires possession of a valid Colorado Class "R" Driver's License (or other State's equivalent) at the time of application.

**CLASS DETAIL**

***FLSA CODE:*** Exempt

***ESTABLISHED DATE:*** 06/01/2002

***REVISED DATE:***

***REVISED BY:*** Ed Gietl

***CLASS HISTORY***