

The Charter Township of Bloomfield, MI

Job Description

Classification Title	Communications Supervisor
Job Code	
FLSA Status	Non-Exempt
Pay Grade	DPW10

GENERAL SUMMARY

Under the supervision of the Director of Information Technology maintains a functioning 911-Dispatch center, including all Township communications, building security/, and audiovisual systems and equipment. Ensures end-users are able to perform their necessary job tasks by maintaining/repairing communications infrastructure and end-user equipment.

ESSENTIAL DUTIES & RESPONSIBILITIES

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job. Employees may be requested to perform job-related tasks other than those specifically presented in this description.

- Installs, repairs and services mobile radio receivers, transmitters, radio base station equipment, battery charging apparatuses, emergency equipment, building intercoms, and other related equipment.
- Installs, administers, and maintains the security camera system, video hardware, camera operating system, and camera hardware as well as physical security hardware such door access, and building alarm systems.
- Coordinates, installs, administers, and maintains the analog and digital phone and wireless device contracts, systems and equipment.
- Designs and builds specialized equipment as needed.
- Provides professional assistance in the evaluation of communications related equipment.
- Plans, coordinates, supervises and reviews the work of subordinates.
- Plans and supervises work projects and prepares work schedules, cost estimates and bid documents.
- Trains new employees in all phases of work, including the operation of equipment, use of tools, and methods or procedures of work.
- Assists contractors in the installation and maintenance phases of contracts.
- Provides general supervision and inspection of completed projects.
- Reviews time sheets and other work reports for completeness and accuracy.
- Provides technical advice and assistance to employees on complex or unusual work assignments.
- Coordinates communications and electronic systems with other Township departments.
- Licenses all transmitting equipment with the Federal Communications Commission and certifies compliance with all federal standards.

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- Serves as a technical liaison and represents the Township's interest at the County, State and Federal levels.
- Researches, evaluates and makes recommendations on industry related trends and best practices and products.
- Procures and manages all communication division's equipment, service parts and maintains inventory control.
- Prepares and administers communication division annual budget and oversees budget expenditures.
- Plans, installs, maintains and provides support for audiovisual equipment and users in all Township facilities.
- Provides primary technology support and maintenance for 911- Public Safety Dispatch Center, Emergency Operations Center (EOC) and other 24/7 on-call activities 365 days/year,
- Reviews and coordinates activities related to Township owned communications towers.
- Assists the Clerk's department with technical and operational support for election activities. Seeks cross-training opportunities for self and provides them to other IT staff as necessary.
- Performs other duties as required.

MINIMUM ENTRANCE QUALIFICATIONS

Education and Experience

- Bachelor's Degree from an accredited college with major course work in Networking, Information Technology or related field preferred.
- 5 to 7 years' experience
- Any equivalent combination of training, education, and experience that provides the required skills, knowledge and abilities

Licenses or Certifications

- Valid driver's license

OTHER JOB REQUIREMENTS

- Pre-employment psychological evaluation
- Pre-employment background investigation

PREFERRED QUALIFICATIONS

None.

COMPETENCIES FOR SUCCESSFUL PERFORMANCE OF JOB DUTIES

Knowledge of:

- Low voltage systems, cabling installation and maintenance

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- Telecommunications providers, software, hardware and equipment including analog and digital VoIP phone systems and call recording equipment
- Audio visual equipment and systems
- Vehicle tracking GPS systems and hardware
- Alarm and security systems and software
- Networking concepts including VLANs, hardware, software, and cabling
- Industry related trends and best practices and products
- Principles and practices of effective supervision
- Industry related safety precautions
- Microsoft 365 administration, including Entra ID, OneDrive, Teams and SharePoint
- Basic Powershell scripting

Skill in:

- Use of relevant computer systems and software

Ability to:

- Perform complex tasks while under time pressure
- Read and understand drawings, plans, schematic diagrams and sketches of radio and other technology equipment
- Establish and maintain effective working relationships
- Communicate effectively verbally and in writing
- Meet schedules and deadlines of the work
- Work a flexible schedule as necessary, including 24/7/365 on-call duties
- Maintain the confidentiality of information and professional boundaries
- Working independently and in a team environment

WORK ENVIRONMENT/CONDITIONS

The work environment and exposures described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work Environment	Seldom or Never	Sometimes or Occasionally	Frequently or Often
Office or similar indoor environment			X
Outdoor environment		X	
Street environment (near moving traffic)		X	
Construction site	X		
Confined space		X	
Vehicle			X
Warehouse environment		X	
Shop environment			X

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Exposures	Seldom or Never	Sometimes or Occasionally	Frequently or Often
Individuals who are rude or irate	X		
Individuals with known violent backgrounds	X		
Extreme cold (<i>below 32 degrees</i>)		X	
Extreme heat (<i>above 100 degrees</i>)		X	
Communicable diseases	X		
Moving mechanical parts		X	
Fumes or airborne particles		X	
Toxic or caustic chemicals or substances		X	
Loud noises (<i>85+ decibels</i>)			X

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Medium Work - Exerting up to 35 pounds of force occasionally, up to 20 pounds of force frequently, and/or up to 20 pounds of force constantly having to move objects. Ability to climb ladders and work in confined spaces such as attics. Ability to stand and walk for long periods of time.

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