

Joe Trowbridge Line Supervisor of the Year Criteria

The Line Supervisor of the Year award is to recognize a supervisor for a year of exceptional dedication to duty and service to their Department, as well as their community.

Nominees must have been employed in the applicable category by a public safety agency any time between January 1, 2009 and December 31, 2009. Nominees do not have to be members of APCO.

Sample job responsibilities and titles for this position are provided on this form as **examples** to help you determine whether your nominee is eligible for this award category. Specific responsibilities and titles may vary by agency and are not limited to the lists shown here.

Sample Responsibilities:

- Plans, organizes, establishes objectives; resolves difficult and complex operational issues; participates in the administration of a Communications Center, and supervises one or more employees.
- Is familiar with all operations and functions expected of subordinates and demonstrates that knowledge on a regular basis.
- Monitors and evaluates staff performance for completeness, accuracy and compliance with established policies and procedures.
- Is able to quickly prioritize and organize operational functions and makes appropriate decisions in stressful situations.
- Recognizes and mitigates potential issues within, or affecting, the Communications Center and is able to diffuse tense situations.
- Maintains a professional attitude at all times and ensures employees maintain the same.
- Promotes a positive working relationship with subordinates as well as supervisors, coworkers, and other professional entities.

Sample Job Titles:

Dispatch Line Supervisor, Dispatch Supervisor, Dispatch Operations Shift Supervisor, Supervising Public Safety Dispatcher, Supervisor, Shift Manager/Supervisor, Communications Supervisor, Communications Shift Supervisor, Communications Center Supervisor, Line Supervisor, Operations Supervisor, Emergency Resource Supervisor, Telecommunications Supervisor, Senior Fire Communications Supervisor

The Awards Committee will review all nominations and select the finalist.

Nominating Procedures

Nominations must be submitted by April 1, 2010. Nominations should be sent to 1st Vice President Harry Goodan at hgoodan@ci.longview.tx.us and must contain the following information:

- Submitting person, including contact information.
- Submitting agency.
- Nominee name, job title, agency, and contact information.
- Describe the nominee's public safety communications agency. Please include staffing levels, size, and disciplines (law, EMS, PSAP only, etc).
- Describe the nominee's daily and additional pertinent duties and responsibilities.
- Describe how this person's ability to interact with others and successfully forge positive relationships with individuals at all levels.
- Describe any attributes, actions, or practices that make the nominee exceptional when compared to other PSAP supervisors.
- Describe how this person demonstrates his or her knowledge of the profession and flexibility in task assignments. Provide an example (incident) of how the nominee has gone above and beyond what may be required of them.
- Describe why the candidate should receive the TEXAS-APCO Line Supervisor of the Year Award.