

YECA

Position Description

Position: Dispatch Supervisor	
Department: Operations	FSLA: Non-Exempt
Reports to: Deputy Director	Represented: Supervisory/Non-Rep

Summary

Supervises the operations of a multi-agency emergency services dispatch center for an assigned work shift. Ensures trained staff is assigned to workstations to service all emergency and non-critical calls to the dispatch center. Ensures that computer, telephone, and telecommunications systems are working properly to facilitate communications. Performs a variety of administrative and technical duties in support of the manager, director the center and its user agencies. Participates in dispatch as needed and in the most complicated of situations.

Distinguishing Characteristics

This is a first-line supervisory position that oversees all classes in the Dispatcher Series and performs the full range of supervisory responsibilities (i.e. performance evaluations, formal discipline). This position performs under the general supervision of the Deputy Director.

Essential Duties and Responsibilities

The statements contained below reflect general details as necessary to describe the principle functions of this job, the level of knowledge, skills typically required, and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements.

- Supervises an assigned shift of approximately five employees performing as Dispatchers or related assignment. Monitors communications traffic, Dispatcher performance and personal needs. Determines training needs; assist in the development and updating of training and orientation material.
- Recommends and assists in the implementation of goals and objectives; establishes schedules and methods of operation for the communications center; implement policies and procedures.
- Maintains required reports, forms, confidential logs and tape recordings; assure accurate records of information and calls received and dispatched.
- Ensures that incoming calls are taken on a timely basis and in order of priority, and routed to the appropriate dispatcher. Sees to it that data from all calls is entered onto the computer-aided dispatch database.
- Assists in the hiring of new employees; evaluates probationary employees and makes recommendations for continued employment and post probationary employment status; conducts periodic performance appraisals of regular non-probationary employees.
- Oversees, monitors, and reviews training of new employees. Conducts periodic training assessments with trainer and trainee to assure adequate learning progress. Authorizes trainees to work independently depending on level of skill.
- Receives, investigates, and resolves customer concerns and complaints about level of

service and quality. Studies trends and develops training and internal systems to minimize these occurrences. Counsels staff on improving level and quality of service.

- Independently investigates potential employee discipline matters and independently dispose of less serious matters and recommend appropriate action up to and including termination, with regard to more serious offenses.
- Acts on employee time off requests including vacation, sick leave and shift trades; makes staffing decisions including the authorization of overtime, callout of employees; shift scheduling and changes in previously scheduled work.
- Ensures that the physical setting for dispatch is clean and conducive to efficiency.
- Conducts on-going evaluations of employee performance and learning. Using the Performance Standards task manual, evaluates employees in over 30 areas. Develops action plans for employees and recommends administrative actions such as salary raise, probation, etc.
- Initiates activities and processes to enhance the ability of the assigned shift team to work cooperatively together.
- Processes audio recording requests by first documenting the requests after determining validity, locating the call, then by performing the actual recording. Information is often used for legal proceedings.
- Performs as a Dispatcher to relieve same during breaks and for complicated situations.
- Attend and serve on a variety of City, County and State committees and task teams.
- Performs other duties as assigned that support the overall objective of the position.

Qualifications

- **Knowledge and Skills**

The position requires in-depth knowledge of emergency services dispatch protocols, procedures, and techniques including the operating characteristics of all dispatch and telecommunications equipment used by the agency. Requires a working knowledge of the laws and regulations governing dispatch. Requires a working knowledge of procedures and terminology used by police, fire and emergency medical services including public safety classifications, codes and computer commands. Requires a working knowledge of the policies and procedures for dispatch of all jurisdictions served. Requires knowledge of the principles of supervision, training and performance evaluation. Requires sufficient communications skill to facilitate training, review performance, and resolve confrontation. Requires sufficient skill in the English language, spelling, grammar and punctuation to write complex reports. Requires a working knowledge of office procedures, methods, and computer equipment, word processing software (WordPerfect, MS Word).

- **Abilities**

Requires the ability to carry out all aspects of the position. Requires the ability to perform the essential functions of a Dispatcher including operation of all equipment. Operate a computer-aided dispatch system quickly and accurately. Plan, schedule, supervise, train and evaluate assigned staff. Communicate clearly and concisely, both orally and in

writing. Requires the ability to achieve harmonious relations among work team members, to counsel employees, and conduct reviews. Remain calm in emergencies in order to make prompt, accurate and appropriate decisions. Work a variety of shifts including nights, weekends and holidays.

▪ **Physical Abilities**

Requires sufficient ambulatory ability and hand-eye coordination to operate the full range of computer and telecommunications equipment used by the agency. Requires visual acuity to recognize and read letters, numbers, and maps. Requires auditory ability sufficient to carry on conversations in person and over the phone in proper tone and dialect to convey clear instructions. This position requires light physical effort including lifting and moving of objects up to 10 pounds, occasional lifting/moving heavier objects. Some bending, stooping, reaching and pulling is required. Ability to sit for long periods of time, move about, and work in an indoor environment in close proximity with others is required.

▪ **Education, Experience, Special Skills**

Any combination of experience and training that would likely provide the required knowledge, skills and ability is qualifying. A typical way to obtain the knowledge and skills would be:

Education/Experience:

Equivalent to 5 years of progressively responsible experience in a public safety communications center providing consolidated police and fire service to multiple agencies. Previous supervisory or lead worker experience preferred.

Special Skills or Requirements:

Experience working with enhanced 9-1-1 phone systems and technologies. Experience working with public safety computer aided dispatch systems.

▪ **Licenses and Certificates**

Possession of or ability to obtain within 12 months of appointment. CLETS (California Law Enforcement Data System) certification. Basic Dispatcher (POST) certification.