

POLICE DISPATCH SUPERVISOR

DEFINITION

To plan, organize, direct and supervise communications between Police and Fire personnel, the general public and other law enforcement and fire agencies in emergency and non-emergency situations; to coordinate assigned activities with other divisions; and to perform a variety of technical tasks relative to assigned area of responsibility.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from a Police Lieutenant.

Exercises direct supervision over assigned dispatch staff.

EXAMPLES OF ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Recommend and assist in the implementation of goals and objectives; establish schedules and methods for dispatch services and operations; implement policies and procedures.

Plan, prioritize, assign, supervise and review the work of staff involved in dispatch activities.

Evaluate operations and activities of assigned responsibilities; recommend improvements and modifications; prepare various reports on operations and activities.

Prepare cost estimates for budget recommendations; monitor and control expenditures.

Participate in the selection of staff; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline procedures.

Supervise, provide oversight, guidance and personally perform emergency dispatch of public safety personnel as needed, including police, fire, public works and/or utility units.

Operate the Computer Aided Dispatch System and take command of critical incidents.

Participate in the selection of staff; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline procedures.

Answer questions and provide information to the public; investigate complaints and recommend corrective action as necessary to resolve complaints.

Serve and the CLETS Coordinator (ACC); prepare and arrange for DOJ CORI and CLETS audits.

Build and maintain positive working relationships with co-workers, other City employees and the public using principles of good customer service.

Foster an environment that embraces diversity, integrity, trust, and respect.

Be an integral team player, which involves flexibility, cooperation, and communication.

Perform related duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:

Principles and practices of dispatch equipment including two-way radios, computer assisted dispatch and telecommunications.

Standard broadcasting rules and procedures.

Equipment, tools and materials used in operating a modern public safety telecommunications and dispatch system.

Principles and practices of supervision, training and performance evaluations.

Principles and practices of budget monitoring.

Principles and practices of safety management.

Pertinent local, state and federal laws, ordinances and rules.

Ability to:

Organize, implement and supervise public safety dispatch operations and activities.

On a continuous basis, sit at desk/console for long periods of time; intermittently, twist and reach office equipment; write or use keyboard to communicate through written means; verbally give instructions to officers in the field; monitor and hear officer's responses over the radio; and lift and carry weight of 10 pounds or less.

Intermittently review documents related to dispatching operations; observe, identify, and problem solve incidents while dispatching, remember, understand, interpret and explain operational policies and procedures to the public and staff.

Interpret and explain pertinent dispatch and department policies and procedures.

Assist in the development and monitoring of an assigned program budget.

Supervise, train and evaluate assigned staff.

Develop and recommend policies and procedures related to assigned operations.

Testify in court as required.

Establish and maintain effective working relationships with those contacted in the course of work.

Work with various cultural and ethnic groups in a tactful and effective manner.

Communicate clearly and concisely, both orally and in writing.

Experience and Training

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

Experience:

Three years of increasingly responsible public safety dispatch experience, including one year providing technical and functional supervision over assigned personnel.

Training:

Equivalent to an Associate's degree from an accredited college or university with major course work in police science, administration of justice or related field.

License and Certificate

Failure to obtain or maintain such required license(s) may be cause for disciplinary action.

Possession of a valid California Class C Driver License may be required at the time of appointment. Individuals who do not meet this requirement due to a physical disability will be considered for accommodation on a case-by-case basis.

Possession of a Public Safety Dispatcher P.O.S.T. Certificate.