

DISPATCH SUPERVISOR

DEFINITION

Under general supervision, provides direction, training, and work instruction to division staff; operates radios and computerized telecommunications equipment to receive, transmit, evaluate, and respond to emergency and non-emergency calls for information and services; dispatches appropriate resources to incidents; and maintains operating logs and records. Performs a variety of administrative activities and related work as required.

SUPERVISION RECEIVED AND EXERCISED

This classification receives direct or general supervision from the Support Services Manager and/or assigned management staff. Incumbents provide technical and functional direction, instruction, and review over lower level dispatchers.

CLASS CHARACTERISTICS

Dispatch Supervisor is a front-line supervisor role that provides customer service to community members and administrative support to the department. Incumbent provides for the safety and service of the public and first responders by staffing a 24-hour communications center responsible for taking emergency and non-emergency calls and the dispatching of police, fire, emergency medical, and City services. As Dispatch Supervisor, the incumbent is responsible for scheduling, training, evaluating, and monitoring staff. May plan and conduct special projects and assignments involving difficult, critical, and/or technical work responsibilities. May assist with department 9-1-1 duties. Responsibilities require the use of considerable independence, initiative, and discretion within established guidelines.

ESSENTIAL JOB FUNCTIONS (Illustrative Only)

- Oversees and ensures that the functions of the division are effectively carried out.
- Works with on duty Patrol Watch Commander or Battalion Chief regarding daily operational activities and issues.
- Plans, assigns, directs, leads, and reviews the work of lower-level staff; provides recommendations to manager for corrective action and/or additional training as needed.
- Provides direction and assistance to other dispatchers in resolving a variety of issues.
- Conducts orientation and training of staff.
- Assists with developing and implementing new procedures, programs, and guidelines related to department operations.
- Monitors and coordinates the daily operation of the communications center and maintains appropriate records.
- Provides guidance and direction on departmental and regulatory policies, rules, and procedures.
- Monitors and receives routine and emergency calls for service.
- Determines the nature and priority of a call, the availability and location of patrol units, and dispatches appropriate equipment and personnel within established policies and procedures.
- Makes accurate entries into the California Law Enforcement Telecommunications System (CLETS) computer terminals and collects and enters pertinent information into local data storage systems.
- Communicates in a clear, easily understood voice with proper diction under stressful conditions.
- Accurately secures and records information of reported emergency or problem and the exact location.

- Provides resource information to field units, stations, other agencies, and the public.
- Receives information over the radio from numerous police, fire, and public works radio frequencies.
- Maintains a variety of confidential records, call and incident logs, and prepares reports as directed.
- Disseminates information to field officers regarding wanted persons, property, and warrants.
- Monitors officers in the field to ensure their physical safety.
- Maintains departmental security by operating intercoms, locks, and gates.
- Performs other related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Effective supervisory principles and practices, including work planning, scheduling, evaluation, and employee training.
- Techniques, procedures, and methods utilized in the operation of emergency dispatch and related communications equipment.
- The organization, operations, and terminology of public safety agencies.
- Modern office equipment, including a computer and applicable software for spreadsheets and word processing, including Microsoft Office and Microsoft 365.
- Pertinent Federal, State, and local laws and codes.
- Knowledge of the English language, spelling, grammar, and punctuation.
- Proper radio dispatching techniques, including code language.
- Geography of the City, including the location of streets, roads, highways, areas, major buildings, and public facilities.
- Departmental rules, policies, and procedures.

Skill In:

- Recommending and implementing goals, objectives, and practices for providing effective and efficient services.
- Organizing and prioritizing the workload and assignments of lower level dispatchers.
- Providing oversight of the communications training program.
- Directing, coaching, mentoring, and motivating staff.
- Operating a California Law Enforcement Telecommunications System (CLETS), Computer Aided Dispatch (CAD) system, and Records Management System (RMS).
- Simultaneously taking calls, radio dispatching, prioritizing calls for service, managing incidents, units and resources, and logging incident details in the computer aided dispatching software during normal and high-volume periods.
- Calmly and effectively managing emergency situations and assisting in directing others in an appropriate course of action during stressful situations.
- Excellent interpersonal communications and public contact skills.
- Standard broadcasting procedures of a radio telephone system.
- Retaining and accurately relaying information received from a variety of sources.
- Working efficiently and effectively under stress, and exercise good judgment in emergency situations.
- Adjusting quickly to changing situations and performing several tasks at once while adjusting appropriate prioritization of incoming calls.
- Using clear enunciation, tact and courtesy while handling irate or distraught individuals.
- Establishing and maintaining effective work relationships with those contacted in the course of work.

Education and Experience:

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

Equivalent to graduation from high school and four years responsible experience of public safety dispatching experience with a police and/or fire agency.

Licenses and Certifications:

Must possess a valid California Class C driver's license and have a satisfactory driving record.

Must possess and maintain CPR, First Aid, and POST Public Safety Dispatcher certifications. Must meet the eligibility requirements to obtain a POST Public Safety Dispatch Supervisor certification within three years of appointment; certification must be granted by POST within four years of appointment.

Possession of a POST Intermediate certificate is desirable.

Physical Demands:

Must possess the mobility to work in a standard office setting and to use standard office equipment, including a computer and keyboard; frequently required to sit, walk, talk, hear; required to use hands to grasp, touch, handle, or feel objects, tools, or controls, and reach with hands and arms. Specific vision abilities required by this position include the ability to adjust focus from near and far distance, to read multiple computer screens and documents of different media type, differing fonts and text sizes and the ability to use peripheral vision to monitor multiple systems. Specific hearing abilities required by this position include the ability to hear, comprehend and distinguish between multiple, concurrent sources of sound including radios, phones, alerts, and voices.

Other Requirements:

Must be at least 18 years old.

This position requires rotating shift assignments and is subject to mandatory overtime in accordance with maintaining a fully operational 24-hour facility. Will be required to work weekends, holidays and/or irregular hours. Must be able to handle high call volumes related to stressful and often emotional situations.

This class description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the class change.