

POLICE DISPATCH SUPERVISOR

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.

SUMMARY DESCRIPTION

Under general direction of Police Command staff, supervises and coordinates Police dispatch bureau activities and operations in support of City-wide emergency and non-emergency police and fire services; serves as the custodian of records and liaison with outside agencies; coordinates assigned activities with other divisions, outside agencies, and the general public; and provides highly responsible and complex staff assistance to Police Command staff.

REPRESENTATIVE DUTIES

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

1. Coordinate the organization, staffing, and operational activities for the Police dispatch bureau; ensure programs and functions are in compliance with state and federal mandates.
2. Participate in the development and implementation of goals, objectives, policies, and priorities for assigned functions and operations; recommend and implement resulting policies and procedures.
3. Identify opportunities for improving service delivery methods and procedures; identify resource needs; review with appropriate management staff; implement improvements.
4. Direct, coordinate, and review the work plan for assigned dispatch services and activities; coordinate shift coverage and work flow; assign work activities and projects; monitor work flow; review and evaluate work products, methods, and procedures; meet with staff to identify and resolve problems.
5. Participate in the selection of dispatch personnel; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline and termination procedures.
6. Participate in the development and administration of assigned program budget; forecast funds needed for staffing, equipment, materials, and supplies; purchase portable radios, headsets, and other equipment; monitor and approve expenditures; recommend adjustments as necessary.
7. Maintain department compliance with new and changing laws, policies, and procedures related to the dispatch functions; inform staff of changes in laws and other agency requirements.
8. Provide staff assistance to Police Command staff; participate on a variety of committees; research, collect data, and prepare a variety of statistical and written reports as required; prepare and present staff reports and other correspondence as appropriate and necessary.
9. Coordinate dispatch activities with those of other divisions and outside agencies and organizations; serve as liaison to California Department of General Services for 9-1-1 equipment and wireless 9-1-1 implementation.
10. Serve as liaison to a variety of organizations including the Northern California Chapter of the Association of Communication Officers (NAPCO), California Branch of the National Emergency Numbers Association (CAL-NENA), and related organizations.
11. Serve as the designated Agency Terminal Coordinator for Department of Justice (DOJ)/California Law Enforcement Telecommunications System (CLETs); assume responsibility for DOJ mandated reports, validations, audits, and related matters.
12. Provide documents, 9-1-1 tapes, policies, and related items in response to court/attorney subpoenas; provide required information for criminal and internal affairs investigations; make decisions as to the legality of release of reports to various individuals and agencies; appear in court as required.

CITY OF CERES**Police Dispatch Supervisor (Continued)**

13. Ensure quality performance and service delivery to customers that do business with the Police Department.
14. Attend and participate in professional group meetings; maintain awareness of new trends and developments in the fields of public safety telecommunications; incorporate new developments as appropriate into programs.
15. Perform related duties as required.

QUALIFICATIONS

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of:

- Operational characteristics, services, equipment, and activities of a public safety dispatch bureau.
- Organization, procedures, and operating details of a public safety organization.
- Principles, practices, and terminology used in public safety communications.
- Principles and practices of employee supervision, training, and review and evaluation.
- Principles of municipal budget preparation and control.
- Pertinent federal, state, and local laws, codes, and regulations including applicable laws governing the retention and dissemination of police reports and records.
- Modern office procedures, methods, and equipment including computers.
- Specialized public safety computer systems and applications.
- Methods and techniques of system maintenance including configuration and enhancements.
- Applications of various City and public safety organization policies and procedures.
- Geographic features and locations within the area served.
- Criminal justice procedures.
- Research techniques and procedures.

Ability to:

- Oversee and participate in the management of a comprehensive public safety telecommunications program.
- Supervise, direct, and coordinate the work of subordinate staff.
- Schedule effective twenty-four hour telecommunications center operations.
- Select, supervise, train, and evaluate staff.
- Plan and organize work to meet changing priorities and deadlines.
- Operate and maintain a variety of public safety telecommunications equipment.
- Participate in the development and administration of goals, objectives and procedures for assigned services and activities.
- Prepare clear and concise administrative and financial reports.
- Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.
- Research, analyze and evaluate new service delivery methods and techniques.
- Participate in the preparation and administration of assigned budgets.
- Understand the organization and operation of the City and of outside agencies as necessary to assume assigned responsibilities.
- Understand, interpret, and apply general and specific administrative and departmental policies and procedures as well as applicable federal, state, and local policies, laws, and regulations.
- Work under pressure, exercise good judgment and make sound decisions in emergency situations.

CITY OF CERES
Police Dispatch Supervisor (Continued)

- Effectively represent the City to outside individuals and agencies to accomplish the goals and objectives of the unit.
- Respond tactfully, clearly, concisely, and appropriately to inquiries from the public, City staff, or other agencies on sensitive issues in area of responsibility.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.

Education and Experience Guidelines - *Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

Education/Training:

High school diploma or equivalent. Completion of college level course work in management, supervision, or other related field is highly desirable.

Experience:

Four years of increasingly responsible experience as a Public Safety Dispatcher with a law enforcement agency including one year of lead or supervisory experience.

Licences and Certificates:

Possession of a valid California Driver License.

Possession of an appropriate, valid P.O.S.T. Dispatcher Certificate.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein 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 job functions.

Environment: Work is performed primarily in a standard office setting.

Physical: Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

Vision: See in the normal visual range with or without correction.

Hearing: Hear in the normal audio range with or without correction.

Bargaining Group: Supervisors/Confidential
FLSA Status: Non-Exempt

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CITY OF CERES
Police Dispatch Supervisor (*Continued*)

ACKNOWLEDGMENT

I acknowledge that I have read the job description and requirements for the Police Dispatch Supervisor position and I certify that I can perform these functions.

Applicant Signature

Date

Witness

*Management has the right to add or change these duties of the position at any time.