



POLICE DISPATCH SUPERVISOR

DEFINITION

Under general direction, plans, schedules, assigns, reviews and supervises the work of staff responsible for the 24 hour a day operation of emergency services of the Police Department's Dispatch Bureau; receives and dispatches 9-1-1, emergency and non-emergency calls from the public for police, fire and ambulance personnel, equipment, services and after hours public works service in accordance with established procedures; ensures work quality and performs the more technical and complex tasks relative to assigned areas of responsibility; serves as the Custodian of Records for Dispatch Services; provides staff assistance to management staff in areas of expertise; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Administrative Division Police Captain. Exercises direct supervision over technical and administrative staff.

CLASS CHARACTERISTICS

This is a non-sworn first level supervisory class in the police dispatcher class series that oversees the Dispatch Bureau on an assigned shift or hours. Exercises independent judgment on diverse and specialized police call taking and dispatching duties with accountability and ongoing decision-making responsibilities associated with the work. Incumbents are responsible for planning, organizing, supervising, reviewing, and evaluating the work of staff and for providing technical support to management in a variety of areas. Performance of the work requires the use of independence, initiative, and discretion within established guidelines.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Plans, organizes, assigns, supervises, and reviews the work of staff for an assigned shift in the Dispatch Bureau responsible for all police call-taking and dispatching services; trains staff in work procedures; evaluates employee performance, counsels employees, and effectively recommends initial disciplinary action; assists in selection and promotion of staff.
- Participates in the development of goals, objectives, policies, and procedures for assigned services and programs; recommends and implements policies and procedures including standard operating procedures for assigned operations.
- Monitors activities of the police Dispatch Bureau; identifies opportunities for improving service delivery and procedures; provides recommendations concerning process changes; reviews with appropriate management staff; implements improvements.
- Sets up communications dispatch shift schedules in accordance with rules and procedures; tracks staff attendance and reviews staff timesheets; on a continuous basis, makes changes, additions, and corrections to scheduling system and generates reports as needed.
- Supervises the reception and evaluation of police and emergency calls, public works, and other related business calls for the City during an assigned portion of the 24-hours-per-day/7-days-per-week Police

Department operations; provides information and/or transfers calls to the appropriate department, agency, or response organization.

- Supervises the dispatching of public safety emergency units in accordance with established procedures and policies using a computerized dispatch system, including determining priority of emergency and contacting and sending appropriate response unit; monitors calls after initial dispatch to provide additional coordination, support, or information.
- Maintains a comprehensive computer aided dispatch and records management system; coordinates the maintenance and repair of dispatch equipment and patrol radio equipment with the City's Information Technology Department and related vendors.
- Coordinates assigned services and operations with those of other divisions and outside agencies.
- Prepares budget requests and monitors expenditures; participates in the annual budget preparation; identifies resource needs; prepares detailed cost estimates with appropriate justifications; monitors expenditures.
- Provides staff assistance to management; prepares and presents staff reports and other written materials; supervises the establishment and maintenance of reports, records, and files; ensures the proper documentation of operations and activities.
- Answers questions and provides information to the public; investigates and responds to complaints and inquiries from citizens, other departments, and agencies; recommends corrective actions to resolve issues.
- Supervises the use of communications equipment; ensures that equipment is properly operated, maintained, and secured when not in use; oversees and schedules the service, repair, and replacement of equipment as needed.
- Performs the most complex call-taking and dispatching duties and provides technical assistance to assigned shifts.
- Enters, updates, and retrieves a variety of records from databases, including stolen vehicles, vehicle registration information, and wanted or missing persons.
- Accesses Federal, State, and local law enforcement information databases to obtain information regarding outstanding warrants, criminal history, records information, and vehicle data; relays such information to sworn staff.
- Monitors changes in regulations and technology that may affect operations; implements policy and procedural changes after approval.
- Maintains files, databases, and records related to call taking and dispatching services; prepares a variety of written reports, memoranda, and correspondence.
- Attends City, County and other meetings as required.
- Services as the Police Department's Agency Terminal Coordinator with the Department of Justice.
- Ensures staff compliance with all City and mandated safety rules, regulations, and protocols.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles and practices of employee supervision, including work planning, assignment review and evaluation, discipline, and the training of staff in work procedures.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Basic principles and practices of budget administration and monitoring.
- Techniques for eliciting and providing accurate and timely information in emergency situations.
- Policies with respect to the confidentiality and release of sensitive information.

- Staff scheduling methods to ensure optimal coverage.
- Operational characteristics of computer-aided communication systems and devices including multiple telephone lines and radio systems.
- Terminology used in dispatch operations.
- Principles, practices, methods, and techniques of law enforcement agencies.
- Principles, practices, methods, techniques, and terminology used in public safety dispatching, including computer aided dispatch and related emergency systems.
- City and County geography, maps, streets, landmarks, and driving directions.
- Local, state, and federal law enforcement databases.
- Applicable federal, state, and local laws, rules, regulations, and procedures relevant to assigned areas of responsibility.
- Principles and procedures of record keeping.
- City and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Assist in developing and implementing goals, objectives, practices, policies, procedures, and work standards.
- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Organize, implement, and direct police dispatch and customer service activities.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Identify problems, research, and analyze relevant information, and develop and present recommendations and justification for solution.
- Develop short- and long-term staffing schedules.
- Assess and prioritize emergency situations using sound independent judgment in a calm manner; dispatch appropriate response units for a diverse range of emergency situations.
- Perform the most complex call-taking and dispatching duties and operate related communications equipment properly and effectively.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Respond to complaints or inquiries from citizens, staff, and outside organizations.
- Read, understand, and interpret maps and other pertinent documentation.
- Memorize codes, names, street locations, and other information.
- Make accurate arithmetic, financial, and statistical computations.
- Prepare clear, effective, and accurate reports, correspondence, and other written materials; maintain accurate logs, records, and written records of work performed; maintain confidentiality regarding sensitive information.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.

- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working 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 completion of the twelfth (12th) grade and three (3) years of increasingly responsible public safety dispatching experience.

Licenses and Certifications:

- Possession of a valid California Driver's License, and a good driving record, to be maintained throughout employment.
- Possession of a valid P.O.S.T. Public Safety Dispatcher Intermediate certificate.

PHYSICAL DEMANDS

Must possess mobility to work in a centralized communication operations environment, using public safety emergency services equipment including computer-aided dispatch systems, telephones, radios, and other communication devices, as well as standard office equipment including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone and radio. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Performance of the work frequently requires positions to remain at a workstation for extended periods of time. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.

ENVIRONMENTAL CONDITIONS

Employees work in a centralized communication operations environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

WORKING CONDITIONS

Incumbents may work unusual hours, rotating shifts, evening, night., weekend and holiday shifts.