

SUPERVISOR OF DISPATCH OPERATIONS

45045
(Competitive)

DISTINGUISHING FEATURES OF THE CLASS

The work involves responsibility for the transmission of emergency information including emergency medical services prearrival instructions as required, the dispatch of police, fire and EMS personnel and equipment and for the training and supervision of subordinate dispatchers and telecommunicators. Under the general supervision of a Public Safety Shift Supervisor, with leeway given for exercise of independent judgment in the daily operations of the center, an employee in this class operates a variety of communications equipment including radio and telephone equipment and computer terminals to relay information and dispatch emergency personnel and equipment. Employees in this class are required to assist with the training, development and evaluation of new personnel and subordinate staff by demonstrating procedures and techniques and by guiding such staff during periods of on the job training. Employees in this class also regularly perform supervisory duties and in the absence of the Public Safety Shift Supervisor will act as such.; when the Public Safety Shift Supervisor is present, this employee functions as a working supervisor. Employees in this class render assistance in answering questions posed by duty staff relative to equipment, policies and procedures and also train, develop and evaluate subordinate staff. This job involves an unusual working environment, which includes high stress dealing with life and death situations and the need to remain calm in emergency situations. Employees are required to work shifts, which cover both day and night hours. The job also requires employees to leave their work environment in a clean and tidy condition at all times thus promoting a clean, safe and healthy work place. General supervision is exercised over a large number of Public Safety Telecommunicators and Public Safety Dispatchers. Does related work as required.

TYPICAL WORK ACTIVITIES

Supervises all personnel under his/her command.

Coordinates with appropriate Police, Fire and EMS personnel to ensure cooperation and continuity of effort among the agencies.

Contributes to, participates in and assists the training coordinator in the team effort of training, development and evaluation of new personnel, cross training of veteran personnel and the continuing training of all personnel.

Maintains understanding of and familiarity with Center policies and procedures, County Personnel rules and regulations and Federal, State and County laws pertaining to the Freedom of Information Act, Privacy Act and the release of criminal history records/information.

Ensures compliance with Center policies and procedures and County Personnel rules and regulations by all personnel under his/her supervision.

Authorizes the transmission of teletype messages to various departments or outside agencies as required.

Determines the appropriate distribution of incoming teletype messages.

Processes complaints made against the Center or its staff through the use of audio tapes, message logs and interviews of affected personnel to make timely replies or explanations and, if necessary, provides documentation of efforts to resolve complaints to the Public Safety Dispatcher III or the Deputy Commissioner of Emergency Communications (Operations) for further review.

Prepares the Daily Activity Report for distribution delineating reportable incidents that have occurred during their shift.

Make notifications to appropriate personnel of significant or specific types of situations as required by Center policies and procedures.

Prepares correspondence regarding personnel under his/her supervision including commendations or disciplinary actions as required.

Conducts evaluations of subordinates as required.

Ensures that appropriate documentation is completed and submitted by trainers to the training director.

Monitors all event activity occurring during his/her shift.

Ensures that no call for service is held an unreasonable length of time in violation of Center policies and procedures.

Ensures that call backs to citizens regarding delayed dispatch are made in a timely fashion.

Maintains a thorough knowledge of the proper use and operation of all Center operations equipment.

Maintains a thorough knowledge of the proper set up and operation of all back up systems used by the Center.

Documents all equipment problems and malfunctions, making the appropriate callouts or notifications to facilitate repair as needed.

Conducts roll call for personnel assigned to the shift during which he/she imparts all pertinent information/materials received from any source as they pertain to the Center's mission and goals.

Makes appropriate position assignments for personnel assigned to his/her shift and ensures that there is adequate staffing to sufficiently handle the daily workload.

Approves emergency leave for personnel assigned to his/her shift.

Authorizes the use of overtime to supplement minimum staffing requirements.

Maintains time and attendance for personnel assigned to the shift, preparing reports and related paperwork as necessary to ensure appropriate compensation is received by personnel.

Maintains and updates required telephone lists in the Center.

Maintains understanding and familiarity with the function of all positions under his/her supervision.

Disseminates new and/or updated procedural information to employees.

Maintains a file or files of all information pertaining to Public Safety Communications, which serves as a source of continuing information for employees.

Provides the Deputy Commissioner of Operations with reports of equipment malfunction, frequency problems, significant activity, etc. and any action taken to correct the problem.

Participates in the promotion of a clean, safe and healthy work environment and performs related duties as required.

Assists as directed and performs as assigned additional duties and/or tasks delegated by the Public Safety Shift Supervisor or Deputy Commissioner of Emergency Communications (Operations).

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS

Thorough knowledge of all emergency service providers within the county.

Thorough knowledge of the communications center policies and procedures

Thorough knowledge of Federal, State and local laws, rules and regulations that pertain to the operations and functions within a communications center.

Thorough knowledge of the geography, patrol territories, fire districts, roads, streets, highways and special hazards that exist.

Ability to react quickly, calmly and effectively in emergency situations.

Ability to perform functions of Public Safety Dispatchers and Public Safety Telecommunicators.

Ability to apply to real situations the operation of data processing information retrieval equipment utilizing required codes and commands.

Ability to supervise subordinate employees.

Ability to use tact, good judgement and courtesy when dealing with subordinate employees, the public and other agencies.

Ability to follow oral and written instructions which pertain to job assignments and methods of performance therein.

Ability to communicate clearly both orally and in writing.

Ability to read, speak and write English.

Ability to quickly and accurately enter orally transmitted data utilizing a typewriter style computer keyboard.

Ability to perform routine clerical tasks such as making written entries on simple records such as logs or lists, filing written records in alphabetical order and simple typing/data entry not

requiring a skilled typist.

Ability to assist in the development and implementation of comprehensive public safety communications training programs, inservice training programs, refresher courses, etc. and maintain awareness of new developments in public safety communications.

Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS

Promotion: Two (2) years of permanent competitive class status as a Public Safety Dispatcher.

Open Competitive:

Three (3) years of experience, or its part time equivalent, as a dispatcher in a computer aided public safety dispatch/communications center.

SPECIAL NECESSARY REQUIREMENT

Successful completion of a course and certification for Emergency Medical Dispatch (EMD) during the employee's probationary period.

4/01Revised