

CITY OF LOS BANOS

Job Description

POSITION TITLE	DISPATCH SUPERVISOR
DEPARTMENT	POLICE
EMPLOYMENT CATEGORY	REGULAR
EMPLOYMENT LEVEL	SUPERVISORY

DEFINITION

To plan, organize, direct and supervise the activities of the dispatch staff; carry out and maintain records of communications; provide administrative and technical support to higher level administrative staff; facilitate/participate in training programs and scheduling; evaluate subordinates; perform Dispatcher duties as required; and perform other duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from the Police Services Manager and/or Police Administrators. Exercises direct supervision over dispatch staff, and other non-sworn staff as assigned.

EXAMPLES OF ESSENTIAL DUTIES

Duties may include, but are not limited to, the following:

- Reliable and dependable attendance and punctuality.
- Recommend and assist in the implementation of goals and objectives.
- Establish schedules and methods for police dispatch/communication services.
- Implement policies and procedures.
- Evaluate operations and activities of assigned responsibilities and recommend improvement and medications.
- Prepare various reports on operations and activities.
- Prepare cost estimates for budget recommendations; submit justifications for dispatch/communication services; monitor and control expenditures.
- Monitor computer software; updates for computer aided dispatch files as necessary; coordinate repairs and maintenance issues with systems.
- Perform basic problem solving.
- Plan, manage, and coordinate dispatch/communication activities, including prioritizing, assigning, supervising and reviewing the work of dispatch staff.
- Prepare work schedules to provide for adequate coverage on all shifts; prepare and approve vacation leave, training and overtime schedules.
- Participate in the selection of dispatch staff.
- Conduct performance evaluations of dispatch/communications staff; work with employees to correct deficiencies; implement disciplinary procedures.
- Participate in the development of effective training programs; provide or oversee the training of new dispatch personnel.

- Supervise maintenance of records and files necessary to the dispatch function and others as assigned.
- Prepare analytical and statistical reports on operations and activities.
- Assist in the emergency dispatch of public safety personnel as needed; operate the computer-aided dispatch (CAD) system.
- Take command responsibility over critical incidents affecting the facility and on-duty staff.
- Review and investigate internal and external complaints; prepare necessary written documentation.
- Analyze data and prepare related written reports.
- Attend and participate in professional group meetings.
- Remain up-to-date with new trends and innovations in the field of police dispatch/communications.
- Perform the full range of duties of lower level dispatch personnel.
- Maintain a safe and effective work place.
- Maintain and restock office equipment and supplies.
- Perform other related duties as assigned.

Knowledge of:

- Operations, services, and activities of a modern public safety telecommunications and dispatch center.
- Call taking and dispatch techniques and protocols used in public safety telecommunications and dispatching activities.
- Customer service principles and practices.
- Principles and practices of record keeping and filing.
- Correct English usage, spelling, punctuation, and grammar.
- Modern office procedures, methods, and computer equipment.
- Principles and practices of work safety.

Ability to:

- Organize, implement and direct police dispatch/communication operations and activities; and perform the full range of duties assigned to lower level dispatch personnel.
- On a continuous basis, know and understand all aspects of the job; intermittently analyze work papers, reports and special projects; identify and interpret technical and numerical information; observe and problem solve operational and technical policy and procedures.
- On a continuous basis, sit at desk for long periods of time; intermittently twist to reach equipment surrounding desk; perform simple grasping and fine manipulation; use telephone, and write or use a keyboard to communicate through written means; and lift or carry weight of 50 pounds or less.
- Interpret and explain pertinent City and Police Department policies and procedures.
- Evaluate the performance of dispatch/communications staff.
- Work alternative schedules; weekends, holidays and nights, based on department needs.

- Assist in the development and monitoring of an assigned program budget.
- Develop and recommend policies and procedures related to assigned operations.
- Operate and manage CAD system and other associated technologies and systems quickly, effectively and accurately.
- Respond to and resolve difficult and sensitive citizen inquires and complaints.
- Effectively communicate and elicit information from upset and irate callers; demonstrate a high ability to interact with the public courteously, with patience and a positive attitude.
- Perform multiple cognitive and manual tasks simultaneously.
- Remain calm, work under pressure, exercise good judgment, determine appropriate action, and make sound decisions in emergency situations.
- Listen effectively and use skilled techniques of questioning for both emergency and non-emergency calls.
- Express him/herself in English in a clear, distinct, and understandable manner when speaking.
- Provide high quality, economical services to the Los Banos community, placing emphasis on responsive customer service.
- Generate new, innovative ideas and development of better methods to accomplish tasks and complete projects in an efficient manner.
- Foster an environment that embraces diversity, integrity, trust and respect.
- Be an integral team leader, which involves flexibility, cooperation and communication.
- 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.
- Analyze situations and determine effective courses of action; learn to adjust quickly to changing situations and assign reasonable priorities to incoming calls.
- Interpret and apply laws, ordinances, and departmental policies and procedures.
- Preserve confidentiality of sensitive material routinely encountered as part of work assignment.
- Establish and maintain effective interpersonal relationships with co-workers and members of the public.
- Operate a variety of office equipment such as a copier, calculator, computer and typewriter.
- Effectively use standard broadcasting procedures.
- Communicate clearly and concisely, both orally and in writing.

MINIMUM QUALIFICATIONS

- Must be age eighteen (18) by date of appointment
- Equivalent to completion of the twelfth grade
- Possession of a valid California Class C driver license
- Type at a speed of 35 NWPM
- Possess a Basic Public Safety Dispatch Certificate issued by Peace Officer Standards and Training (POST)
- Must successfully complete a POST-certified Supervisory course within one (1) year of appointment.

- Two (2) years of public contact experience (in person or over the telephone) demonstrating a general aptitude for working with the public in a multi-task environment and experience in a radio dispatching work setting.

DESIRED QUALIFICATIONS

- POST Dispatch Supervisor Certificate.

11/17