

SUPERVISING EMERGENCY DISPATCHER

DEFINITION

To plan, organize, and supervise emergency dispatch operations, and perform a variety of difficult work in the provision of 24-hour-per-day, seven-days-per-week public safety emergency dispatch service, including all 911 communications.

DISTINGUISHING CHARACTERISTICS

The classification of Supervising Emergency Dispatcher is a first-line supervisory classification responsible for unit supervision.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from the Sheriff's Lieutenant; exercises direct supervision over Emergency Dispatchers I-III.

EXAMPLES OF DUTIES -- Duties may include, but are not limited to, the following:

Schedules, supervises, and evaluates the work of subordinate emergency dispatchers I-III. Plans, coordinates, and assigns work group activities.

Serves as field training officer; plans, prioritizes, assigns, supervises, and reviews the work of emergency dispatchers involved in the field training program; trains and evaluates new recruits.

Recommends and assists in the implementation of department goals and objectives; implements department policies and procedures.

Evaluates operations and activities of assigned responsibilities; recommends improvements and modifications; prepares various reports on operations and activities.

Participates in the selection of staff; provides or coordinates staff training; works with employees to correct deficiencies; implements discipline procedures.

Prepares and presents reports or other correspondence; reviews reports prepared by subordinates for completeness, accuracy, and compliance with regulations.

Responds to citizen inquiries and complaints; investigates complaints and recommends corrective action as necessary.

Participates in a variety of boards, commissions, committees, etc.; attends and participates in professional groups.

Keeps abreast of changing laws, codes, and regulations affecting department operations and activities.

Coordinates assigned activities with those of other County departments and divisions, outside agencies and organizations.

Receives incoming calls from the public; determines type of assistance required, including law enforcement, fire or ambulance personnel, etc., and dispatches emergency and non-emergency radio and telephone communications to appropriate jurisdictions and agencies.

Operates a law enforcement and emergency services 911 communications network.

Monitors multiple radio channels.

Maintains radio communications with field personnel as necessary to relay messages and information, and to determine the location and safety of field personnel.

Accurately logs all telephone and radio communications activities.

Performs a variety of clerical duties as required, including but not limited to answering business telephones; processing and/or maintaining department records, including case files; compiling information and statistics for reports; preparing criminal history reports; entering/cancelling/retrieving data and legal documents on computer; ordering supplies, copying and filing documents, etc.

Processes civil, misdemeanor, juvenile and felony warrants.

Receives and responds to inquiries from the public regarding department activities, programs and procedures.

Participates in special department programs and projects as assigned.

This is a responsible position associated to the Office of Emergency Services (OES) and acts as front-line communications for the Emergency Operations Center (EOC). This position serves to dispatch emergency and routine information in coordination of multiple jurisdictions to include operational area emergency medical services, volunteer fire protection districts, law enforcement, and as well as coordination with State and Federal stakeholders.

Performs related duties as assigned.

QUALIFICATIONS:

Knowledge of:

Basic principles of effective training and supervising techniques.

Developing technology in the field of computer aided dispatch.

Pertinent federal, state and county codes, laws and regulations.

Modern office procedures and technology.

Standard radio broadcasting procedures and rules.

Geographic features and streets within the County.

Proper operation and care of radio communication, CLETS, and telephone equipment.

Principles and practices of record-keeping and reporting.

Ability to:

Learn rules and regulations quickly and interpret them correctly.

Understand and follow oral and written instructions.

Operate dispatch and teletype systems, and other office equipment.

Effectively communicate with and elicit accurate information from upset, emotional or irate citizens.

Listen to and remember details.

Read maps quickly and accurately.

React quickly and calmly in emergency situations.

Establish and maintain cooperative working relationships with those contacted during the course of work.

Maintain records and prepare required reports.

Provide staff training, as applicable.

EXPERIENCE AND TRAINING GUIDELINES:

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

Experience:

Three years of responsible experience in emergency communications and dispatching.

Training:

High school diploma or GED equivalent.

PHYSICAL DEMANDS:

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer and copier; strength stamina, and mobility to perform light to medium physical work including transporting mail, supplies, filing, operating a motor vehicle and visiting various County and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups and over the telephone. Finger dexterity is needed to access, enter, and retrieve data manually as well as using a computer keyboard, typewriter keyboard, or calculator, to set up and file various data and records, and to operate standard office equipment. Positions in this classification occasionally bend, carry, stoop, squat, twist, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to constantly move about on foot and to lift, carry, reach, push, and pull materials and objects, up to 30 pounds, as necessary to perform job functions.

WORKING CONDITIONS

Tasks may require occasional exposure to violent and stressful situations.