

COMMUNICATIONS SUPERVISOR

DEFINITION

To plan, organize, direct and supervise public safety dispatch operations within the Police Department; and to perform a variety of technical tasks relative to assigned area of responsibility.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Support Commander.

Exercises direct supervision over assigned dispatch staff.

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

Recommend and assist in the implementation of goals and objectives; establish schedules and methods for dispatch services and operations; implement policies and procedures.

Plan, prioritize, assign, supervise and review the work of staff involved in dispatch activities.

Evaluate operations and activities of assigned responsibilities; recommend improvements and modifications; prepare various reports on operations and activities.

Participate in budget preparation and administration; prepare cost estimates for budget recommendations; submit justifications for staffing, equipment, material and supplies; monitor and control expenditure.

Assist in the emergency dispatch of public safety personnel as needed, including police, fire, public works and/or utility units.

Operate the computer aided dispatch (CAD) system and take command of critical incidents.

Participate in the selection of staff; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline procedures.

Perform the duties of a Dispatcher II as necessary.

Answer questions and provide information to the public; investigate complaints and recommend corrective action as necessary to resolve complaints.

Build and maintain positive working relationships with co-workers, other City employees, and the public using principles of good customer service.

Perform related duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:

Principles and practices related to operating a modern public safety telecommunications and dispatch system.

Equipment, tools and materials used in operating a modern public safety telecommunications and dispatch system.

Principles of supervision, training and performance evaluations.

Principles of budget monitoring.

Principles and practices of safety management.

Pertinent local, State and federal laws, ordinances and rules.

Ability to:

Organize, implement and direct public safety telecommunications and dispatch operations/activities.

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 10 pounds or less.

Interpret and explain pertinent dispatch and department policies and procedures.

Assist in the development and monitoring of an assigned program budget.

Develop and recommend policies and procedures related to assigned operations.

Establish and maintain effective working relationships with those contacted in the course of work.

Communicate clearly and concisely, both orally and in writing.

Testify in court.

Supervise, train and evaluate assigned staff.

Experience and Training

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

Experience:

Three years of increasingly responsible experience in public safety dispatch activities, at least one of which is comparable to that of the Dispatcher II with the City of Roseville.

Training:

Equivalent to completion of the twelfth grade supplemented by college course work in criminal justice, records management, or a related field.

License or Certificate

May need to possess a valid California driver's license and current automobile insurance as required by the position.

Possession of a California Peace Officers Standards and Training Commission (P.O.S.T.) Public Safety Dispatcher Basic Certificate.

Possession of a California Peace Officers Standards and Training Commission (P.O.S.T.) Emergency Medical Dispatch Certificate.

09-16-06

12-02-04

1-14-04 Communications Supervisor

07-01-98

05-09-91 Sr. Dispatcher