



**DECEMBER 2014
FLSA: NON-EXEMPT**

PUBLIC SAFETY DISPATCH SUPERVISOR

DEFINITION

Under general direction, supervises, plans, schedules, assigns, and reviews the work of public safety dispatch staff; supervises, plans, and coordinates the processing of police and emergency calls and dispatching of Police units following prescribed procedures; answers non-emergency calls for public safety and other City departments; coordinates, monitors, and provides technical input for assigned police call-taking and dispatching related projects and programs; provides responsible technical assistance to the Police Chief; performs a variety of technical tasks relative to the assigned functional area; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Police Chief. Exercises direct and general supervision over public safety dispatchers and clerical staff.

CLASS CHARACTERISTICS

This is the full supervisory-level class in the police dispatcher class series. Responsibilities include planning, organizing, supervising, reviewing, and evaluating the work of public safety dispatcher staff. Incumbents are expected to independently perform the full range of police call-taking and dispatching duties. Performance of the work requires the use of considerable 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 assigned to the operations of emergency dispatch center, including records management and dispatch services.
- Participates in the development and implementation of goals, objectives, policies, and priorities for assigned services and programs; identifies resource needs; recommends and implements policies and procedures, including standard operating procedures for assigned shift.
- Evaluates employee performance, counsels employees, and effectively recommends initial disciplinary action; assists in selection and promotion.
- Trains staff in work procedures and in the operation and use of equipment; implements procedures and standards.
- Monitors operations and activities of assigned staff; recommends improvements and modifications and prepares various reports on operations and activities.
- Determines and recommends equipment, materials, and staffing needs for assigned activities; orders, monitors, and controls supplies and equipment; prepares documents for equipment procurement; maintains liaison with other law enforcement agencies, vendors, contractors, and consultants; attends and participates in groups in selecting and purchasing new equipment and systems; participates in the

- annual budget preparation; maintains a variety of records and prepares routine reports of work performance.
- 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.
 - Identifies opportunities for improving service delivery methods and procedures; provides recommendations concerning process changes; reviews with appropriate management staff; implements improvements.
 - Inspects work in progress and completed work of assigned employees and volunteers for accuracy, proper work methods, techniques, and compliance with applicable standards and specifications.
 - Performs the most complex call-taking and dispatching duties and provides technical assistance to assigned shifts.
 - Monitors police and fire alarms; enters data into computer; dispatch appropriate personnel and equipment.
 - Coordinates assigned services and activities with those of other divisions and outside agencies.
 - Provides staff assistance to the Police Chief; prepares and presents staff reports and other necessary correspondence; ensures the proper documentation of activities.
 - Monitors changes in regulations and technology that may affect operations; implements policy and procedural changes after approval.
 - Maintains a variety of automated and manual logs, records, and files related to communication and public safety activities; prepares and presents reports on operations and activities.
 - Provides general information regarding department policies, procedures, and regulations, including responding appropriately to complaints, requests for information, and requests for service in person and by telephone, forwarding written complaints against personnel, and coordinating work with other City departments.
 - Oversees and responds to Public Records Act requests.
 - 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.
- Functions, principles, and practices of law enforcement agencies.
- Terminology and procedures used in public safety dispatching.
- Operation of computer-aided communications equipment, including multiple telephone lines and radio systems.
- City and County geography, maps, streets, landmarks, and driving directions.
- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility including retention, release and destruction of records.
- Basic principles and practices of budget program development, administration, and accountability.
- Business letter writing and the standard format for reports and correspondence.
- Modern office practices, methods, and computer equipment and applications related to the work, including automated information systems for Federal, State, and regional law enforcement.
- Record keeping principles and procedures.
- Principles and practices of data collection and report preparation.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.

Ability to:

- Assist in developing and implementing goals, objectives, practices, policies, procedures, and work standards.
- Supervise, train, plan, organize, schedule, assign, review, and evaluate the work of staff.
- Organize, implement, and direct call-taking and dispatching activities.
- Interpret, apply, and ensure compliance with applicable Federal, State, and local policies, procedures, laws, and regulations.
- Understand, interpret, and successfully communicate both orally and in writing, pertinent department policies and procedures.
- Identify problems, research and analyze relevant information, and develop and present recommendations and justification for solution.
- Perform the most difficult call-taking and dispatching duties and operate related communications equipment properly and effectively.
- Develop cost estimates for supplies and equipment.
- Read and interpret maps and other pertinent documentation.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Prepare clear and concise reports, correspondence, procedures, and other written materials.
- Maintain accurate records and files of work performed.
- Establish and maintain a variety of manual and computerized record keeping and project management systems.
- Make sound, independent decisions within established policy and procedural guidelines.
- 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.
- Operate modern office equipment including computer equipment and software programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy and legal guidelines in politically sensitive situations.
- 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 the completion of the twelfth (12th) grade and five (5) years of increasingly responsible public safety dispatching experience, combined with routine clerical responsibilities. Some supervisory or lead experience is desirable.

Licenses and Certifications:

- Possession of a Peace Officers Standards and Training (POST) Public Safety Dispatcher Certificate.
- Possession of a Peace Officers Standards and Training (POST) Records Supervisor Certificate.
- Completion of a Peace Officers Standards and Training (POST) Certified Basic Complaint Dispatcher course.
- Completion of a Peace Officers Standards and Training (POST) Civilian Supervisor course is desirable.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various City 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. This is primarily a sedentary office classification although standing and walking between work areas may be required. 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 ELEMENTS

Employees work in an office 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. The principal duties of this class are performed in a police station environment with exposure to criminal offenders, mentally ill individuals, and persons potentially infected with communicable diseases.

The City of Calistoga is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, Calistoga will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.