



Public Safety Dispatch Supervisor

Class Specification

Revised 9/23

Class ID: 652

Unit: NPA

Probation: 18 Months

FLSA: Non-Exempt

DEFINITION

Under general supervision, receives emergency and non-emergency calls for service and dispatches emergency and other City personnel for response; supervises, trains, guides, schedules, and tracks progress of dispatchers; performs the more complex duties of a Public Safety Dispatcher; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Police Support Services Manager, Watch Commander, or designee. Exercises direct supervision over assigned public safety dispatch staff.

DISTINGUISHING CHARACTERISTICS

This position is a non-sworn working supervisor classification in the Public Safety Dispatcher series. The Public Safety Dispatch Supervisor classification is distinguished from the Lead Public Safety Dispatcher classification by the required level of experience, and the added responsibility to supervise and evaluate assigned staff.

EXAMPLES OF JOB FUNCTIONS (Illustrative Only)

Receive, screen, and prioritize emergency and non-emergency telephone and radio calls for service, and dispatch appropriate emergency and other City personnel.

Receive and respond to information, questions, and requests for service from the public by telephone and at the Police Department public counter during business and non-business hours.

Record, classify, and maintain records of all communications including service records, logs, and reports on calls for service; type and record activity and status reports; maintain indices of information.

Operate a variety of computer, teletype, radio and recording equipment to access police information and law enforcement records; perform minor routine upkeep and maintenance of communications equipment.

Provide radio assistance and information to emergency personnel, City staff, and other agencies as requested; coordinate emergency response with other public safety agencies and emergency services.

Send, receive, and route a variety of law enforcement reports, warrants and other materials.

Notify outside law enforcement agencies of crime and emergency incidents that may impact their jurisdiction.

Monitor technology systems and programs including alarms, cameras, closed-circuit television, and other viewing devices or platforms.

Receive and respond to questions and requests from the public at the Police Department front counter during non-business hours.

Assist in training officers, community service officers, and other police personnel on proper radio procedures and the computer system.

Perform a variety of other duties in support of the Police Department information and communications functions.

Monitor and review dispatch activity, provide guidance, and address concerns for safe and efficient operations in the Communications Center.

Assume responsibility for shifts; schedule and mandate dispatcher shift assignment to maintain coverage 24 hours a day, 365 days a year.

Supervise, train, and evaluate public safety dispatch staff personnel in Communications Center operations including dispatch procedures and the CAD system.

Review dispatch activity and report any vital information to the Police Support Services Manager and Watch Commander.

Develop, implement, and maintain the Dispatch Policy & Procedures Manual and Training Manual.

Serve as back up to the Police Support Services Manager as the FBI Terminal Agency Coordinator (TAC) and the Agency California Law Enforcement Telecommunications System (CLETS) Coordinator with the Department of Justice (DOJ).

Prepare recordings of radio and telephone communications for use as court evidence and training; may testify in court proceedings.

Maintain all CAD databases, streets, maps and other files, records, and manuals necessary for proper police dispatch operation.

Compile data and prepare reports of calls for service, equipment dispatched and disposition; perform a variety of difficult and technical police record keeping work.

Oversee and implement the Communication Training Program; mentor dispatchers in training.

Serve as a point of contact between the Police Support Services Manager, Watch Commander, and other personnel to resolve issues.

Perform related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles and practices of supervision and training.
- Automated police telecommunications systems such as Computer-Aided Dispatch (CAD) and California Law Enforcement Telecommunications System (CLETS).
- English usage, grammar, spelling, punctuation, and vocabulary.
- Current office practices, procedures, and equipment, including computer hardware and software.
- Operation and use of computers and software applications necessary for area of specialty.
- Penal, vehicle, municipal, and health and safety codes.
- Police radio codes.
- Principles and procedures of police radio dispatching and equipment.

- Record-keeping techniques.
- Newark city streets and thoroughfares.
- Technical aspects of field of specialty.

Skill or Ability to:

- Communicate clearly and effectively with callers and people from a variety of socio-economic backgrounds.
- Understand and carry out verbal and written instructions.
- Quickly and accurately read and analyze computer responses from a variety of systems to gather necessary information.
- Learn the geography of Newark.
- Respond quickly, calmly, and accurately under pressure, exercise good judgment, prioritize situations, and make sound decisions in emergency situations.
- Operate computers and required software applications, computer-aided dispatch (CAD) system, and police telecommunication equipment and systems.
- Operate the Mobile Command Vehicle.
- Perform clerical duties of average difficulty and maintain clear and accurate records.
- Type at 35 words per minute and perform multiple tasks at same time.
- Understand the proper operation and care of voice radio equipment and Federal Communications Commission regulations governing the use of the voice radio equipment.
- Work independently with little direction.
- Supervise and evaluate assigned staff.
- Establish and maintain effective working relationships with those contacted in the course of the work.
- Work irregular duty assignments for both emergency and non-emergency situations such as sick calls, critical incidents, or special events.
- Demonstrate tact, professionalism, and diplomacy.
- Respectfully and effectively collaborate with a variety of people of varying backgrounds and roles. Demonstrate tact, professionalism, and diplomacy.

Education and Experience:

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

Possession of a high school diploma or equivalent, and three (3) years of recent full-time paid civilian or military experience in radio dispatch, law enforcement, or related experience. One (1) year of lead or supervisory experience desirable.

License and Certificate:

- Possession of a valid California Driver License and a satisfactory driving record throughout employment.
- Possession of the California Peace Officer Standards and Training (POST) Basic Dispatcher Certification.
- Possession of an Intermediate POST Dispatcher Certification.
- California Department of Justice CLETS T4T Training for Trainers within the probationary period.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to clearly communicate in person and over the telephone. Finger dexterity is needed to access, enter, and

retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in the classification sit in a stationary position for long periods of time; reach and stand to operate equipment; consistently maintain mental alertness, remain calm and composed in difficult and emergency circumstances. 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 with the use of proper equipment.

ENVIRONMENTAL CONDITIONS

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. Willingness and ability to work any shift including work irregular duty assignments for both emergency and non-emergency situations such as sick calls, critical incidents, or special events; work holidays, weekends, scheduled and emergency overtime; be available on call, as required; willingness to work a variety of assignments and to rotate to different assignments as directed. Wear uniform or professional business attire required; comply with departmental grooming standards.