



Job Description for:

Communications Dispatch Supervisor

Classification: Same
Division: Dispatch Operations
Reports to: Operations Manager
Supervises: Communications Dispatchers I and II

Job Definition

This position serves as a working supervisor. In addition to working a dispatch position, performing the full range of Communications Dispatcher call taking and dispatching functions, Supervisors also direct and supervise subordinate staff, including assigning and delegating work projects, scheduling employees to ensure proper staffing levels are maintained, and performance management including evaluating work performance, coaching, mentoring and/or implementing corrective action for performance and conduct issues.

Distinguishing Characteristics

The Communications Dispatch Supervisor is distinguished from the Communications Dispatcher I and II by the supervisory work performed. Supervisory responsibilities include not only general supervision of specific assigned employees, but also daily oversight of any Dispatcher's work performed while on the Supervisor's shift. Incumbents provide technical assistance to staff, resolve minor work or personnel problems, and give input regarding discipline, training, and major job reassignments to the Operations Manager.

Incumbents work under general supervision of the Operations Manager, who makes assignments by defining objectives, priorities and deadlines and assists with unusual situations or problems with no clear precedent. Supervisors plan and carry out the work independently and are expected to resolve problems in accordance with instructions, policies, procedures and applicable laws and regulations.

Note: All duties, knowledge, skills and abilities listed below are considered *essential functions* unless marked as *non-essential*, (*NE*).

Key Tasks and Duties

- Performs all key tasks and duties of the Communications Dispatcher II classification (*refer to CDII job description for full list of requirements*), *plus*;
- Supervises Dispatch personnel and plans work assignments to ensure that the Agency's service and production expectations are achieved
- Evaluates shift operations through personal observation of dispatchers and recommends improvements or modifications to work practices and employee performance as appropriate
- Works proactively with staff to resolve performance or personnel issues at the lowest level
- Conducts employee evaluations, reviews and approves employee timesheets, and investigates and resolves complaints or problems
- Identifies issues and implements basic corrective actions including oral counseling and oral warnings; discusses need for further corrective action with Operations Manager and/or Human Resources Manager as appropriate

- Coordinates major incidents to ensure that proper notifications are made; assists in call handling if necessary and coordinates with Incident Command
- Stays regularly aware of employee actions and behavior for signs of stress, coping and general emotional well-being; specifically watches for these signs during or any time after high stress and major incidents
- Responds to law enforcement requests for information, monitors several public safety authorities to coordinate dispatching of services between two or more agencies
- Ensures technical equipment is properly maintained, regularly serviced and fully functional
- Reviews Police/Fire/EMS calls for compliance to protocol, citizen evaluation surveys, etc.
- Completes a variety of reports and correspondence relating to dispatch activities in a timely manner, such as investigations, inquiries or preparation of documents for court purposes including CAD reports, ANI/ALI reports, etc.
- In case of emergency or other necessity, transfers Operations to and sets up the Dispatch Operations back up center and shuts down dispatch activities at CRESA's main location
- Performs other related tasks and duties as required

Qualifications

Knowledge of:

- Techniques, procedures and methods used in the operations of a public safety communications center
- Computer aided dispatch (CAD) and enhanced 9-1-1 equipment
- General knowledge of cities and locations of highways, main streets and major buildings and geography of Clark County
- Rules and regulations of the Federal Communications Commission pertaining to radio telephone operations
- Principles and practices of effective staff supervision and motivation
- Agency personnel policies, procedures, laws and requirements
- Policies and procedures for filling overtime, proper notification for equipment failures or after hour call outs for radio, computer or phone problems
- Effective interpersonal communication methods and techniques, including conflict resolution and general mediation techniques

Ability to:

- Effectively perform the full-range of supervisory duties as described above
- Plan, coordinate, direct and accomplish the activities of dispatch staff
- Evaluate dispatcher performance and conduct; provide positive feedback and constructive criticism as appropriate; and identify and recommend improvements
- Monitor performance issues and concerns; discuss notable performance or performance concerns with the Operations Manager as appropriate
- Assess the emotional state of staff on duty; react appropriately to staff's needs in emergency and routine situations
- Understand and apply supervisory guidelines, policies or procedures in diverse situations
- Explain and help staff understand dispatch responsibilities, priorities and procedures

- Apply a high level of initiative, discretion, and judgment in accomplishing the work
- Develop and maintain effective working relationships with assigned staff, the public, coworkers, supervisors and managers, user agency stakeholders, and officials from other jurisdictions, departments or agencies
- Accurately dispatch public safety personnel and equipment quickly and efficiently, including all requirements of Communications Dispatcher II (*refer to job description*)
- Perform work under stressful or emotional conditions
- Work any assigned shift, including day, swing or graveyard and work all days of the week including weekends and holidays
- ☛ Candidates and incumbents must have ability to perform the essential functions of this position with or without reasonable accommodation

Education and Experience – Any equivalent combination of education and experience that provides the applicant with the knowledge, skills and ability required to successfully perform the job. A typical way to obtain the knowledge and abilities would be:

- At least three years of progressively responsible communications dispatching experience in a comparable public safety dispatching center. To be considered comparable, experience must show proficiency with the same state laws and regulations, same equipment and programs, and same range of dispatch and call taking services provided by CRESA, i.e. police, fire and medical dispatch, using CAD and E911 equipment.
- Experience or other qualifications that demonstrate strong decision making skills, excellent interpersonal communication and conflict resolution skills, and ability to successfully supervise, motivate, correct, train and evaluate assigned staff
- Successful completion of the probationary period at the Communications Dispatcher I/II level is required

Qualifications

- ☛ Candidates applying for this position through an internal recruitment process must successfully pass all components of the recruitment and selection process, which includes but is not limited to:
 - Application screening
 - Practical exam
 - Oral interviews

Work Environment (Essential functions)

Work is performed in an indoor, open-space environment and stationary setting. Incumbents work with and are surrounded by computerized control panels that require detailed dexterity. The majority of time is spent in a seated position; however, dispatchers have freedom to stand and move in a limited area (limited to headset cord length). Headsets are worn at all times while on duty on the operations floor. Incumbents are expected to manage over-the-phone interactions and confrontations with angry, hostile, depressed and/or otherwise emotionally distraught members of the public. As a result, work requires quick, independent action and alertness in emergency and possible life threatening situations. Work entails extensive keyboarding and manual dexterity, and also entails regular reaching, stretching, and lifting of standard dispatch supplies and materials, such as maps, binders, and flip cards.

Physical Demands typically involve, but are not limited to:

Hearing and Speaking:

- Hear, understand and respond to verbal information in person, by phone and by radio, including difficult to understand callers
- Speak clearly and concisely in English
- Hear, understand and respond using radio transmitters and receivers, radio consoles, telephone / radio headsets, multi-line telephone systems, and complex communications equipment

Seeing and Reading:

- See, read and understand written information and instructions in all forms, including handwritten, hard copy or electronic communications formats
- See and use all related communications equipment including radio transmitters and receivers, radio consoles, telephone / radio headsets, multi-line telephone systems, lease line teletypes, computer consoles, and data communications terminals
- See color differentiation as necessary to distinguish color variations on maps, computer screens and radio consoles

Mental acuity and alertness:

- Understand, respond to, and apply complex concepts, information, and instructions including policies, procedures, laws, and regulations
- Engage in frequent interpersonal interactions that are stressful or sensitive in nature
- Handle difficult interpersonal interactions and complaints with tact and diplomacy
- Manage and accomplish multiple priorities and diverse responsibilities with a high level of accuracy
- Think and apply judgment, discretion, and initiative in accomplishing work
- Work effectively despite sleep pattern disruptions as a result of rotational and/or irregular shift work and overtime

Manual dexterity and typing:

- Extensive use of computers, keyboards, office equipment and similar specialized technical and electronic equipment commonly found in communication centers
- Performing multiple tasks requiring manual dexterity at the same time
- Write legibly

Physical dexterity:

- Sit for extended periods of time; stand or walk as necessary
- Sit for extended periods of time particularly during high stress situations
- Stretch, reach, or lift objects or materials that may be up to 10 pounds in weight

Revised: 1/2009	Salary Code:	EU
Reviewed: 1/2009	Salary Range:	150
FLSA Status: Non-exempt	Union:	Yes