



911 Dispatch Supervisor

Classification:	Dispatch Supervisor	Reports to:	Operations Division Manager
Division:	Operations	Direct Reports:	911 Call Takers & Dispatchers
FSLA:	Non Exempt	Salary Range:	150

JOB DESCRIPTION: 9-1-1 Dispatch Supervisors serve as first level of management for CRESA's 24 / 7 communications center and of its 9-1-1 Dispatchers and Call Takers. Supervisors perform a wide range of performance management and personnel supervision duties including team building, conflict resolution, coaching, counseling, discipline, training and mentoring. Incumbents in this position are expected to demonstrate positive leadership and communications, teamwork, and look for opportunities to address problems and concerns positively and proactively.

MINIMUM JOB QUALIFICATIONS: Successful candidates typically have diverse backgrounds, work experience, education and training. Any combination of qualifications demonstrating a candidate's knowledge, skills and abilities to successfully perform the work will be considered.

- At least three years of progressively responsible communications dispatching experience (*following the successful completion of 9-1-1 Dispatcher training and probation*).
- Experience and behavior that has demonstrated:
 - Leadership – direct, motivate, mentor and coach staff
 - Integrity – leads by example in their conduct, ethics and behavior and exemplifies Agency values
 - Team building – bring staff (on all shifts) together positively; resolve or redirect negativity; help group move forward positively to reach team goals even if there are differing opinions
 - Teamwork – contribute positively, take initiative and responsibility among peers
 - Tact, honesty – state opinions openly and appropriately, ensure understanding
 - Forward-thinking – look for innovative ways to solve-problems or improve processes
 - Excellent interpersonal communication skills – address and resolve interpersonal conflicts and operational issues with approach to “what is right,” not “who is right”

ESSENTIAL JOB FUNCTIONS: Candidates must be able to perform these essential job functions with or without reasonable accommodation.

- Supervise the day-to-day communications center operations and staff work assignments
- Address performance and personnel issues swiftly, constructively and at the lowest level
- Provide positive recognition to employees to reinforce excellent performance and conduct
- Coach, counsel and mentor employees to address performance or behavior concerns at lowest level
- Discipline and correct employees to address poor performance or unacceptable behavior
- Write and deliver employee evaluations in-person, annually or as needed
- Serve as first-level liaison to user agencies regarding questions or concerns about operations services
- Investigate complaints or concerns, notify and meet with employees, document findings and results
- Schedule and ensure appropriate staffing; fill overtime and address shift coverage issues
- Receive, review and approve requests for time off, training, overtime, shift trades, etc.
- Review, approve and/or correct employee timesheets or payroll / HR documents
- Work collaboratively and constructively within the supervisor team
- Ensure operations run smoothly, especially during major incidents; ensure proper notifications are made; ensure staff have needed resources and supervisory support
- Monitor staff actions and behavior for signs of stress, coping and emotional distress, specifically during high stress or major incidents
- Coordinate with Incident Command and the Emergency Operations Center



- Respond to first responder request for information; monitor multiple communication channels to coordinate dispatching services between two or more agencies.
- Ensure operations equipment is working; proactively fix and/or report problems
- Perform a variety of other supervisory tasks including investigations, proposals, reports, and statistics
- Able to competently perform all essential functions of a 9-1-1 Dispatcher and 9-1-1 Call Taker as needed
- Demonstrate leadership in conduct, ethics and behavior and exemplify Agency values
- Perform other supervisory duties as assigned

Physical / Sensory Requirement:

The following characteristics describe the most common ways this position’s essential functions and job tasks are performed. Any incumbent or candidate for this position must be able to perform the essential functions and job tasks with or without reasonable accommodation.

Sight and Vision	Frequency	Criticality of Requirement
• <i>Close / Fine Visual Acuity.</i> Differentiate and comprehend visual effects of subtlety or precision.	Daily	Important
• <i>General Visual Acuity.</i> Differentiate and comprehend visual effects of general size, shape and distance.	Daily	Important
Hearing	Frequency	Criticality of Requirement
• <i>General / Broad Hearing.</i> Differentiate and comprehend:		
○ Audio effects or noises (ambient or intrusive) of pitch, volume or tone within the ‘normal range’	Daily	Important
○ Voices (ambient or intrusive) in face-to-face settings, in groups with multiple speakers, over the phone, by radio, etc. of pitch, volume or tone within the ‘normal range’	Daily	Important
○ Verbal speech, language, accents and vocal sounds including the subtleties of speech communication such as intonation, inflection, emphasis and nuance.	Daily	Important
Speech	Frequency	Criticality of Requirement
• <i>General Speech.</i> Communicate orally; express thoughts and emotions by word, sound and gesture.	Hourly / Constantly	Very Important
Touch	Frequency	Criticality of Requirement
• <i>Basic Repetitive Hand / Arm Motion.</i> Make regular movement (motion) of wrist, hand, fingers, elbow, shoulder, etc. to type, use computer mouse, etc.	Hourly / Constantly	Very Important
• <i>Reach.</i> Stretch or extend hand, arm, foot, etc. away from body to touch or meet another object.	Hourly / Constantly	Very Important
• <i>Grasp.</i> Seize and hold object with fingers, palm, arms.	Daily	Important
• <i>Lift.</i> Move object upward to a higher position; hoist. Typical weight lifted does not exceed 10 lbs.	Weekly / Monthly	Slightly Important
• <i>Push / Pull.</i> Exert force to move objects towards or away self. Typical pressure doesn’t exceed 20 lbs.	Weekly / Monthly	Slightly Important
Physical Coordination	Frequency	Criticality of Requirement
• <i>Sit.</i> Remain in seated position to accomplish work.	Hourly / Constantly	Important
• <i>Stand.</i> Remain in upright position, motionless or steady on the feet to accomplish work.	Weekly / Monthly	Slightly Important
• <i>Walk.</i> Move about or travel on foot to accomplish work.	Daily	Important
• <i>Drive.</i> Operate a motor vehicle to get oneself or others to and from various work locations.	Weekly / Monthly	Important
Working Memory	Frequency	Criticality of Requirement
• <i>Audio Memory.</i> Retain and retrieve information gained via audio sources.	Hourly / Constantly	Very Important
• <i>Visual Memory.</i> Retain and retrieve information gained via visual sources.	Hourly / Constantly	Very Important
Comprehension	Frequency	Criticality of Requirement
• <i>Rapid Comprehension & Application.</i> Grasp meaning, nature, or importance of information, then quickly and correctly apply knowledge to	Weekly / Monthly	Very Important



work or situation.		
<ul style="list-style-type: none"> <i>Complex Comprehension & Application.</i> Grasp the meaning, nature, and importance of complex, ambiguous or difficult information, and correctly apply knowledge to work or situation. 	Weekly / Monthly	Very Important
Environmental Working Conditions	Frequency	Criticality of Requirement
<ul style="list-style-type: none"> <i>No Substantial Hazards.</i> Position is not substantially exposed to adverse environmental conditions. 	--	--
Level of Physical Activity	Frequency	Criticality of Requirement
<ul style="list-style-type: none"> <i>Sedentary Work.</i> Work primarily requires exerting up to 10 lbs of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking or standing are required only occasionally and all other sedentary criteria are met. 	Hourly / Constantly	--

EQUAL OPPORTUNITY EMPLOYER

CRESA is an equal opportunity (EEO) employer and does not unlawfully discriminate on the basis of race, color, national origin, religion, age, gender, sexual orientation, marital status, disability, genetic information, veteran status or any other basis prohibited by federal, state or local law. Recruitment processes are conducted to ensure open competition, equal employment opportunity and prohibit discrimination. Women, minorities, veterans, and persons with disabilities are encouraged to apply. CRESA will provide reasonable accommodation for persons with disabilities during the selection process if requested. Applicants are responsible to notify the Human Resources Manager of the accommodation needed at the time of application or at least two days prior to the date needed. For an alternate format of this information, contact ADA Compliance Office: (360) 992-9205. Washington Relay Service – 7-1-1 or (800) 833-6368

IMMIGRATION LAW NOTICE

Only U.S. Citizens and aliens lawfully authorized to work in the United States will be hired. All new employees will be required to complete and sign an Employment Eligibility Verification form and present documentation verifying identity and employment eligibility.