



JOB DESCRIPTION

JOB TITLE: Public Safety Dispatch Shift Supervisor

JOB CODE: 3040

DEPARTMENT: 911 Emergency Services

FLSA STATUS: Exempt

REPORTS TO: Public Safety Dispatch Manager

SUMMARY OF JOB PURPOSE

Supervises staff and operations of a public safety dispatch center, working on an assigned shift in a multi-agency Emergency Communications Center (ECC); assures compliance with Douglas County policies and procedures to protect the safety of law enforcement officers, emergency services personnel, and the public.

ESSENTIAL FUNCTIONS

1. Supervises staff and directs the activities and functions of an assigned shift of Public Safety Dispatchers; coordinates, prioritizes and assigns tasks and projects; tracks and reviews work progress and activities; participates in the hiring and promoting of staff, disciplining employees, preparing performance evaluations, and conducting investigations; coordinates the day-to-day scheduling, time-off requests, payroll processing, and other operational/administrative tasks in cooperation with lead dispatchers.
2. Oversees communication center operations to identify technical and operational training needs; provides or coordinates training programs for staff; counsels, coaches, and instructs employees; maintains harmony among workers and resolves grievances; trains employees on equipment, procedures and system upgrades; provides direction and guidance on technical and policy issues, and performs the more technical and complex tasks of the work unit; develops, coordinates, and conducts public safety dispatch training programs.
3. Assures that all ECC equipment and systems are operating and functioning within defined parameters; maintains and updates systems and troubleshoots equipment and applications to identify operational problems and issues; oversees technical repairs.
4. Monitors telephones and radio traffic in ECC; assures that calls for service and messages requiring action by the emergency services departments are handled in accordance with County rules and regulations; supervises operations to standards mandated by State and Federal regulations; maintains audio tapes and document records, and prepares copies and reports as required.
5. Performs the duties of Public Safety Dispatcher as needed; Provides Public Safety Dispatch services for Douglas County NV, Alpine County CA, and Washoe Tribal agencies; keeps track of a wide variety of law enforcement and emergency services agencies, resources, personnel, incidents and trends.
6. Receives and sends information to and from other agencies and jurisdictions; coordinates activities; contacts other law enforcement and emergency services agencies for additional information and resources as needed, and relays information regarding incidents; notifies key County personnel on critical incidents; follows all Department policies and procedures to assure that officer and public safety is the top priority.

This job description indicates, in general, the nature and levels of work, knowledge, skills, abilities and other essential functions (as covered under the Americans with Disabilities Act) expected of the incumbent. It is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities required of the incumbent. Incumbent may be asked to perform other duties as required.



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7. Conducts investigations of citizen and interdepartmental complaints regarding dispatch operations, and recommends resolution of issues; provides information, instructions and assistance to the public within scope of authority.
8. Enters data for records and reports; processes forms and record files; queries system databases as requested; prepares analytical and statistical reports on operations and activities; updates and assures the accuracy of data base; actively participates in the CAD User Group.
9. Assists the ECC Manager with the development of departmental goals, objectives, policies and procedures; ensures compliance with, and effectively promotes, established policies, procedures, and regulations; assists with the development and administration of the department budget, as well as purchasing and accounting for property, equipment, and maintenance agreements.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE

High School Diploma, or equivalent, and five (5) year's as a Douglas County Public Safety Dispatcher with at least two (2) of those years in a supervisory or lead position; or an equivalent combination of education and experience that could provide the required knowledge, skills, and abilities.

LANGUAGE SKILLS

Ability to read, analyze, and interpret common scientific and technical journals, financial reports, and legal documents; respond to common inquiries or complaints from citizens and user agencies; communicate clearly and concisely, both orally and in writing; write speeches and/or articles for publication; effectively present information to top management, public groups, and/or employees.

MATHEMATICAL SKILLS

Ability to calculate figures and amounts such as percentages, interest, commissions, proportions, area, circumference, and volume; ability to apply concepts of basic algebra and geometry.

REASONING ABILITY

Ability to define problems, collect data, establish facts, and draw valid conclusions; interpret an extensive variety of technical instructions in mathematical or diagram form; deal with several abstract and concrete variables.

OTHER KNOWLEDGE, SKILLS, & ABILITIES

Ability to interpret and explain Emergency Communication Center policies and procedures for dispatching law enforcement officers, fire department personnel, and other emergency services; knowledge of equipment utilized in law, fire, and EMS communications including radio, computer and dispatch equipment; local and regional geographical area, road systems, and the locations of landmarks and buildings; principles of record keeping, case files and records management; legal, law enforcement, fire, and medical terminology; applicable state and Federal rules, codes and regulations.

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Ability to handle multiple tasks simultaneously, under pressure, and in emergency and/or stressful situations; plan, prioritize and carry out assignments with minimum supervision. Skills in leadership, coordinating staff, and delegating tasks and authority; analyzing law enforcement and fire communications systems and equipment, and developing solutions; determining priorities and handling high-pressure situations; obtaining information from hostile or emotional citizens; communicating clearly and concisely, and relaying details accurately; remembering names, numbers and locations, and reading maps quickly and accurately; establishing and maintaining effective working relations with co-workers.

Intermediate to advanced proficiency level utilizing Microsoft Office applications including Excel, Access, PowerPoint, Word, and Outlook, and the ability to operate other standard office equipment, including telephones, calculators, copiers, FAX machines, etc. is required.

CERTIFICATES, LICENSES, REGISTRATIONS

Technical certification in Emergency Medical Dispatch, CPR, NCJIS/NCIC and National Incident Management System (NIMS); may be required to obtain additional specific skills and technical certifications; must maintain Emergency Medical Dispatch certification by documenting 24 hours of continuing education, every two years.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand, walk, sit, and drive; use hands to finger, handle, or feel; reach with hands and arms; talk and hear. The employee occasionally is required to climb, balance and stoop, kneel, crouch, or crawl and must frequently lift and/or carry up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

WORKING ENVIRONMENT

Work is performed in a high call volume emergency dispatch environment, where there is limited opportunity for physical movement and the dispatcher must remain alert and responsive while observing multiple computer display screens for uninterrupted periods of time; may be subject to extended work periods without relief, periods of high call volume, and stressful situations in a fluid and dynamic environment.

I have read and understand the contents of this Job Description, and I have received a copy of this Job Description for my records.

PRINT NAME: _____

SIGNATURE: _____

DATE: _____

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