

## **PUBLIC SAFETY DISPATCH SUPERVISOR**

Salary Range: NSPO (Police Salary Schedule)

### **DEFINITION**

Under general direction, plans, schedules, assigns, and reviews the work of public safety dispatch operations within the Police Department; participates in the performance of both routine and complex public safety dispatching tasks; receives and transmits telephone and voice radio messages; and performs related duties as assigned.

### **DISTINGUISHING CHARACTERISTICS**

This is the first full supervisory level within the public safety dispatch series. Incumbents are responsible for providing training, work direction review, and evaluation to assigned public safety dispatchers. The work also includes performing the full range of emergency communications activities. Successful performance of the work requires the use of considerable independence, initiative, and discretion within established guidelines. This class is distinguished from the Manager of Police Records and Communications in that the latter has management responsibility for the Records and Communications units of the Police Department.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general direction from the Manager of Police Records and Communications. Exercises general supervision over assigned dispatch staff.

### **ESSENTIAL DUTIES**

*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 assigned staff involved in dispatch activities.
- Trains staff in work and safety procedures and in the operation and use of equipment and supplies; implements procedures and standards.
- Evaluates employee performance, counsel's employees, and effectively recommends initial disciplinary action; assists in selection and promotion.
- Organizes and assigns work, sets priorities, and follows up to ensure coordination and completion of assigned work.
- Assists staff with the resolution of difficult situations related to the work and within the work group.
- Evaluates operations and activities of assigned responsibilities; recommend improvements and modifications; prepares various reports on operations and activities.
- Receives emergency calls from the public requesting police, fire, or other emergency services including 9-1-1 calls; determines priority and dispatches appropriate units in accordance with established procedures.

- Coordinates emergency calls and relays information and assistance requests involving other law enforcement agencies.
- Maintains contact with all units on assignment; maintains status and location of field units.
- Receives incoming telephone and voice radio calls for non-emergency assistance; provides information, answers questions, takes messages, and refers calls to appropriate individuals.
- Enters, updates, and retrieves information from teletype networks relating to wanted persons, stolen property, vehicle registration, stolen vehicles, and other information.
- Responds to and resolves difficult and sensitive citizen inquiries and complaints.
- Represents the City of Rocklin in a courteous, professional manner.
- Maintains records and files and may perform associated office support duties.
- Performs related 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.
- Principles and practices related to operating a public safety telecommunications and dispatch system.
- Public safety receiving and transmitting communications equipment and office equipment, including C.A.D., C.L.E.T.S., and other internal computer systems.
- Terminology and procedures used in police, fire, and related emergency radio and telephone communications.
- Applicable federal, state, and local laws, ordinances, regulations, and guidelines. .
- Public safety classification codes and computer commands.
- Police Department procedures, policies, and rules.
- Geographic features and streets within the City of Rocklin.
- Recordkeeping principles and practices.
- Correct English usage, spelling, punctuation, and grammar.
- Computers and software programs (e.g., Computer Aided Dispatch, mapping, Microsoft software packages) to conduct, compile, and/or generate documentation.

### **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 public safety telecommunications and dispatch operations/activities.
- Understand and act in accordance with City and Police Department policies, procedures, and rules.
- Coordinate department activities with other City departments and agencies as required.
- Analyze, interpret, apply, and enforce 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.
- Provide emergency medical dispatch information to 9-1-1 callers.
- Independently plan, organize, and prioritize work of dispatch staff. Assess difficult or emergency circumstances and develop, implement, and direct appropriate response strategies.
- Exercise independent judgment and work with minimal supervision.
- Understand and apply standard two-way public safety radio broadcasting procedures and rules associated with emergency service communications network.
- Operate modern public safety receiving and transmitting communications equipment, office equipment, and other related technologies.
- Process, maintain, and disseminate all types of police records associated with this position.
- Establish and maintain effective working relationships with those contacted in the course of work.

**Minimum Qualifications**

*Any combination of training and experience which 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 12<sup>th</sup> grade;

AND

Five (5) years of increasingly responsible law enforcement agency experience equivalent to the City's class of Public Safety Dispatcher II.

One (1) year of lead or supervisory experience is desirable.

**License and Certification Requirement**

- Peace Officer Standards and Training (POST) Public Safety Dispatcher certificate.
- POST Emergency Medical Dispatch certificate.
- POST Dispatcher Supervisory certificate is desirable.
- A valid California Class C driver license or higher with a satisfactory driving record may be required.

**PHYSICAL CONDITIONS**

Possess mobility to work in a standard office setting, sitting at desk or console for long periods of time; intermittently twist, bend, and reach office equipment; walk to obtain printed materials from printer; bend and reach to insert and retrieve information from files; manual dexterity to use standard office equipment and supplies including a keyboard; vision to read handwritten and printed material and a computer screen; hearing and speech to communicate in person, by

telephone, and via radio system; lift up to ten (10) pounds; and on a continuous basis, work indoors in an office environment. Reasonable accommodations will be made for individuals on a case-by-case basis.

**ENVIRONMENTAL CONDITIONS**

Employees work in an office environment under highly stressful conditions with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with members of the public or with staff under emotionally stressful conditions while interpreting and enforcing departmental policies and procedures.

**WORKING CONDITIONS**

Must be willing to work nights, weekends, and holidays. Must be willing to be called back, held over, or called in to maintain minimum staffing levels. May work unusual and prolonged work schedules as necessary. Must be able to pass a thorough background investigation.

**FLSA: NE**

This job specification should not be construed to imply that these requirements are the exclusive standards of the position. Not all duties are necessarily performed by each position. Additionally, incumbents may be required to follow any other instructions and to perform any other related duties as required by their supervisor.

*Adopted: August 2010*

*Revised: May 2021*