

PUBLIC SAFETY DISPATCH SUPERVISOR

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 work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Police Services Administrator. Exercises general supervision over assigned staff.

CLASS 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 Police Records and Communications Manager in that the latter has management responsibility for the Records and Communications units of the Police Department.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

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, counsels 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; prepare 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.
- Perform related duties as assigned.

MINIMUM 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 relevant to assigned duties.
- Public safety classification codes and computer commands.
- Police Department procedures, policies, and rules.
- Geographic features and streets within the area of service.
- Record keeping principles and practices.
- Correct English usage, spelling, punctuation, and grammar

Skill in:

- Assisting in developing and implementing goals, objectives, practices, policies, procedures, work standards.
- Supervising, training, planning, organizing, scheduling, assigning, reviewing and evaluating the work of staff.
- Organizing, implementing and directing public safety telecommunications and dispatch operations/activities.

- Coordinating department activities with other City departments and agencies as required.
- Analyzing, interpreting, applying and enforcing Federal, State and local policies, procedures, laws and regulations.
- Understanding, interpreting, and successfully communicating both orally and in writing, pertinent department policies and procedures.
- Identifying problems, researching and analyzing relevant information, developing and presenting recommendations and justification for solution.
- Exercising independent judgment and working with a minimum of supervision.
- Organizing and prioritizing work; handling routine and non-routine tasks concurrently.
- Operating modern public safety receiving and transmitting communications equipment, office equipment and other related technologies.
- Providing emergency medical dispatch information to 9-1-1 callers.
- Understanding and applying standard two-way public safety radio broadcasting procedures and rules associated with emergency service communications network.
- Understanding and acting in accordance with City and Police Department policies, procedures and rules.
- Processing, maintaining, and disseminating all types of police records associated with this position.
- Communicating clearly and concisely, both orally and in writing.
- Establishing and maintaining effective working relationships with those contacted in the course of work.

A typical way of gaining the knowledge and skills outlined above is:

Equivalent to the completion of the 12th grade. Additional specialized training in dispatching, records management, or a related field is desirable. Five (5) years of increasingly responsible experience as a Public Safety Dispatcher with a law enforcement agency including one (1) year of lead or supervisory experience. Experience in other relevant job classes within the Rocklin Police Department may be substituted for the lead/supervisory experience as required above.

LICENSES AND CERTIFICATES

POST Public Safety Dispatcher certificate
 POST Emergency Medical Dispatch certificate
 Valid California driver's license may be required.

PHYSICAL DEMANDS

Ability to sit 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

materials and a computer screen; hearing and speech to communicate in person and by telephone; lift up to ten (10) pounds; on a continuous basis, work indoors in an office environment; may work unusual and prolonged work schedules as necessary.

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 incumbent. Additionally, incumbents may be required to follow any other instructions and to perform any other related duties as may be required by their supervisor.