



CITY OF CHINO

Public Safety Dispatch Supervisor

Definition:

Under general supervision, supervises and participates in a wide variety of work in support of the management of communications center operations, which includes training less experienced personnel; and performs related work as assigned. Due to the nature of the work, overtime is required and is a condition of employment. Overtime assignments may be filled on a voluntary basis; however, mandatory overtime is frequent.

Class Characteristics:

Public Safety Dispatch Supervisors are working supervisors, expected to perform all the duties associated with receiving and dispatching emergency and non-emergency calls to all personnel in the field. This is a civilian position.

Essential Functions:

- Supervise and participate in the dispatching of personnel and equipment for emergency service according to established procedures or as directed.
- Train, advise, and evaluate subordinate personnel on job-related matters and ensure a positive work environment.
- Participate in the development of communications-related goals, objectives, and policies and procedures; may assist in the development of the Bureau budget.
- Review information recorded in a variety of activity logs for accuracy.
- Receive requests for Police and other emergency services over the telephone; answer 911 calls; screen incoming calls to determine necessity, priority, and type of response required; monitor other radio frequencies to be aware of incidents elsewhere that may affect operations.
- Dispatch, as necessary, Police units in response to calls for service or requests from Officers in the field; use appropriate terminology and cite Code sections by number; call public and private agencies, such as allied law enforcement, hospitals, towing services, and utilities, and request mutual assistance when necessary.
- Keep track of Police unit locations and status; maintain constant radio communication with personnel in the field; run warrant checks on subjects, registration checks on vehicles, and property checks; relay information and instruction to personnel in the field.
- Maintain accurate log of incoming service requests and actions taken; prepare other reports and records as directed; maintain files necessary for dispatch as assigned; enter, update, and retrieve information from the computer and teletype networks.
- Provide general information to the public; as necessary, refer calls to appropriate agencies; calm callers; maintain professionalism in radio transmissions during hectic, tense, and dangerous situations.
- Operate a variety of public safety telecommunications equipment; test and inspect equipment as needed.

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- Provide temporary and vacation relief for other staff as necessary.
- Interact with co-workers at all levels in the organization in a collaborative and customer service-oriented manner.
- Maintain prompt and regular attendance.
- Perform all duties within the context of the City's Mission Statement and Organizational Values.

Qualifications:

Any combination of education and experience that provides the required knowledge, skills, and abilities to perform the essential job duties of the position is qualifying. Incumbents will possess the most desirable combination of training, skills, and experience, as demonstrated in their past and current employment history. A typical example includes:

Education:

- High School Diploma or G.E.D. (required).

Experience:

- Current full-time employment as a law enforcement or public safety communications dispatcher, and
- Three years of current or previous full-time experience operating a public safety Computer Aided Dispatch (CAD) system.
- Experience with and a working knowledge of the *SunGard* Public Safety CAD system (highly desirable).
- Current full-time supervisory experience and/or current dispatch training officer experience (desirable).

Thorough knowledge of:

- Office procedures, record keeping systems, forms, correspondence, reports, and other materials common to operation of a Police department.
- Police and/or emergency service dispatching procedures and the laws and regulations governing the use of dispatching equipment in a law enforcement agency.
- Agencies involved with Police activities.
- Penal Code, Vehicle Code, and local municipal code.
- 911 System and Deaf Translation System.
- Computerized systems used in municipal law enforcement agencies.

Knowledge of:

- Principles and practices of supervision, training, and evaluation.

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Skill in:

- Operation of a computer terminal and other office equipment quickly, accurately, and at times, concurrently, including typing at a *minimum* rate of 40 net words per minute.

Ability to:

- Effectively organize, schedule, assign, coordinate, and supervise the work of dispatch personnel.
- Supervise, train, and evaluate dispatch personnel.
- Communicate clearly and concisely, both orally and in writing.
- Understand and follow oral and written instructions.
- Use correct English grammar, punctuation, and spelling.
- Deal tactfully and courteously with internal and external customers.
- Follow standard broadcasting procedures and rules.
- Utilize a variety of codes and computer commands.
- Read and interpret street maps.
- Analyze unusual situations and resolve them using effective management principles and practices.
- Deal constructively with conflict and develop effective resolutions.
- Respond to emergency and problem situations in an effective manner.
- Understand, explain, and apply policies and procedures.
- Dispatch Police and other emergency units quickly and effectively.
- Work mandatory overtime as assigned.
- Speak precisely.
- Work under pressure and exercise good judgment.
- Effectively communicate and elicit information from callers.
- Work with a minimum of supervision.
- Train less experienced personnel.
- Establish and maintain cooperative working relationships.

Special Requirements:

- Work rotating shifts, including weekdays, weekends, evenings, and holidays (hours/days will be adjusted as needed).
- Report immediately to work for emergency coverage and to other than Police facility.
- Possess certificate verifying successful completion of a P.O.S.T. Basic Dispatch Academy and a P.O.S.T. Dispatch Training Officer course (mandatory).
- Successfully pass a City administered typing test at a *minimum* rate of 40 net words per minute, with no more than 10 errors.
- Successfully pass a practical test (may be required).
- Receive satisfactory results from a background investigation, a physical examination, which includes a drug screen, and an administrative review.

Physical Profile

Category I – Light Physical Effort: Positions in this category require normal physical abilities associated with the ability to read, write, and communicate in a work environment requiring no extraordinary physical strength or special physical qualifications.

Characteristics: Work assignments for this category are normally located in a work environment which has no unusual physical requirements or environmental conditions, unless separately identified. Positions in this category require only light physical effort while performing such functions as typing, writing, filing, computing, operating light office equipment, interviewing, counseling, researching, planning, analyzing, and supervising. Positions allocated to this category are distinguished by a lack of duties involving strenuous activities. These positions seldom lift more than 20 pounds.

Physical Requirements

- Reaching: Reaching above the shoulders to place and/or retrieve objects.
- Sitting: Ability to sit with little movement for long periods of time (usually a minimum of two or more hours per day)
- Color Vision: Ability to identify and distinguish colors.

Employee Unit:

Unrepresented Management

Revised: 10/23/2015

Replacing Public Safety Dispatch Supervisor classification specification dated 10/17/06.