



## **CITY OF CALEXICO**

### **CLASS TITLE: PUBLIC SAFETY DISPATCH SUPERVISOR**

**HOURLY: \$3,267 - \$3,971**

**RANGE: S-12**

#### **BASIC FUNCTION:**

Under the direction of an assigned Police Lieutenant, organize and direct operations and activities related to the emergency and non-emergency dispatch of police, fire and medical services; coordinate dispatch activities and personnel to assure timely services and meet local police, fire and medical needs; train and evaluate the performance of assigned personnel.

#### **REPRESENTATIVE DUTIES:**

##### **ESSENTIAL DUTIES:**

Organize and direct operations and activities related to the emergency and non-emergency dispatch of police, fire and medical services; participate in the development and implementation of departmental policies and procedures.

Receive routine and emergency requests from personnel and the public; coordinate dispatch activities and personnel to assure timely services and meet local police, fire and medical needs.

Train and evaluate the performance of assigned staff; interview and select employees and recommend transfers, reassignment, termination and disciplinary actions; schedule and assign the work of subordinate employees.

Prepare and maintain a variety of mandated and requested records and reports related to personnel, dispatch activities and assigned duties.

Organize and conduct training sessions and testing activities for personnel and outside agencies concerning dispatch operations, procedures and techniques; prepare and deliver oral presentations; prepare related support materials; assure employee understanding of dispatch rules, guidelines and standards.

Operate standard office and dispatch equipment including a telephone, teletype, radio system, computer and assigned software; assure proper working condition of dispatch equipment; perform routine maintenance and repairs; arrange for major repairs as needed.

Communicate with administrators, personnel and outside organizations to coordinate activities, resolve issues and conflicts and exchange information; collaborate with other personnel and outside agencies to provide timely local emergency services.

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**Ewing Consulting Services**

Monitor inventory levels of designated supplies and equipment as assigned; order, receive and maintain inventory of supplies and equipment.

Attend meetings related to assigned activities.

**OTHER DUTIES:**

Perform related duties as assigned.

**KNOWLEDGE AND ABILITIES:**

**KNOWLEDGE OF:**

- Operation and organization of a dispatch center.
- Police, fire and medical organization, operations, radio procedures and dispatch guidelines.
- Local geography, street locations, important buildings and landmarks of the area.
- Telephone and radio procedures, techniques and etiquette.
- Applicable laws, codes, regulations, policies and procedures.
- Principles and practices of supervision and training.
- Modern office practices, procedures and equipment.
- Oral and written communication skills.
- Interpersonal skills using tact, patience and courtesy.
- Correct English usage, grammar, spelling, punctuation and vocabulary.
- Operation of a computer and assigned software.
- Record-keeping and report preparation techniques.

**ABILITY TO:**

- Organize and direct operations and activities related to the emergency and non-emergency dispatch of police, fire and medical services.
- Coordinate dispatch activities and personnel to assure timely services and meet local police, fire and medical needs.
- Train and evaluate the performance of assigned personnel.
- Oversee and participate in the operation of telephones to receive routine and emergency requests from personnel and the public.
- Analyze situations accurately and adopt an effective course of action.
- Operate a computer and assigned software.
- Communicate effectively both orally and in writing.
- Establish and maintain cooperative and effective working relationships with others.
- Maintain records and prepare reports.
- Plan and organize work.
- Meet schedules and time lines.
- Work independently with little direction.
- Complete work with many interruptions.
- Work confidentially with discretion.

**EDUCATION AND EXPERIENCE:**

Any combination equivalent to: graduation from high school and three years experience working as

a dispatcher.

**WORKING CONDITIONS:**

**ENVIRONMENT:**

Office environment.

Constant interruptions.

**PHYSICAL DEMANDS:**

Dexterity of hands and fingers to operate a computer keyboard.

Seeing to read a variety of materials.

Hearing and speaking to exchange information in person and make presentations.

Sitting for extended periods of time.