

# Delaware County

## POSITION DESCRIPTION

Title: Dispatcher Supervisor	Department: E-911
Reports to: Sheriff	FLSA Status: Non-exempt
Approval Date: April 10, 2018	Revision Date: N/A

### **Position Profile**

This position serves as a working supervisor. In addition to working a dispatch position, performs the full range of Public Safety Telecommunicator call taking and dispatching functions. Supervisors also direct and supervise subordinate staff, including assigning and delegating work projects, scheduling employees to ensure proper staffing levels are maintained, and performance management including evaluating work performance, coaching, mentoring and/or implementing corrective action for performance and conduct issues.

### **Duties and Responsibilities**

- Performs all key tasks and duties of the Communications Dispatcher (refer to CD job description for full list of requirements)
- Supervises Dispatch personnel and plans work assignments to ensure that the Agency's service and production expectations are achieved
- Evaluates shift operations through personal observation of dispatchers and recommends improvements or modifications to work practices and employee performance as appropriate
- Works proactively with staff to resolve performance or personnel issues at the lowest level
- Conducts employee evaluations, reviews and approves employee timesheets, and investigates and resolves complaints or problems
- Identifies issues and implements basic corrective actions including oral counseling and oral warnings; discusses need for further corrective action with Manager and/or Human Resources as appropriate
- Stays regularly aware of employee actions and behavior for signs of stress, coping and general emotional well-being; specifically watches for these signs during or any time after high stress and major incidents
- Responds to law enforcement requests for information, monitors several public safety authorities to coordinate dispatching of services between two or more agencies
- Ensures technical equipment is properly maintained, regularly serviced and fully functional
- Reviews Police/Fire/EMS calls for compliance to protocol, citizen evaluation surveys, etc.
- Completes a variety of reports and correspondence relating to dispatch activities in a timely manner, such as investigations, inquiries or preparation of documents for court purposes
- Performs other related tasks and duties as required

### **Qualifications**

Must be 18 years of age. Candidates applying for this position must successfully pass all components of the recruitment and selection process, which includes but is not limited to application screening, practical exam, oral interviews.

### **Education and/or Experience**

Any equivalent combination of education and experience that provides the applicant with the knowledge, skills and ability required to successfully perform the job. At least three years of progressively responsible communications dispatching experience in a comparable public safety dispatching center. Experience or other qualifications that demonstrate strong decision making skills, excellent interpersonal communication and conflict resolution skills, and ability to successfully supervise, motivate, correct, train and evaluate assigned staff. Completion of Oklahoma Law Enforcement Telecommunication Systems (OLETS) certification upon employment.

### **Knowledge, Skills, and Abilities**

Ability to:

- Requires sitting for prolonged periods of time.
- Plan, coordinate, direct and accomplish the activities of dispatch staff
- Evaluate dispatcher performance and conduct; provide positive feedback and constructive criticism as appropriate; and identify and recommend improvements
- Understand and apply supervisory guidelines, policies or procedures in diverse situations
- Apply a high level of initiative, discretion, and judgment in accomplishing the work
- Develop and maintain effective working relationships with assigned staff, the public, coworkers, supervisors and managers, user agency stakeholders, and officials from other jurisdictions, departments or agencies
- Accurately dispatch public safety personnel and equipment quickly and efficiently, including all requirements of Communications Dispatcher (*refer to job description*)
- Perform work under stressful or emotional conditions
- Work any assigned shift, including day, swing or graveyard and work all days of the week including weekends and holidays
- Must be able to multi-task
- Be able to handle stressful situations in a calm and professional manor.
- Ability to operate radio console, computer, telephone system and fax machine.
- Read, write, speak and understand the English language.
- Protect the County's value by keeping information confidential.
- Utilize MS Office products at basic (create new documents, open/edit existing documents) to intermediate (import/export data, create templates) skill level.
- Maintain physical condition and stamina appropriate to performance of assigned duties.
- Update job knowledge by participating in educational opportunities; professional organizations; attending expos/conventions; and developing or maintaining professional networks.

### **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 use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee frequently is required to stand; walk; and stoop, kneel, crouch or crawl. The employee is occasionally required to sit and climb or balance. The employee must regularly lift and/or move up to fifteen (15) pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

### **Work Environment**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. The noise level in the work environment is low to moderate . The employee is occasionally exposed to risks associated with travel between properties and back and forth to other areas as may be required due to business demands. Dispatcher will be working in stressful situations at times due to multiple incoming calls, including some parties that may be hostile, angry, ill, scared or suicidal.

The above job description is not intended as, nor should it be construed as, exhaustive of all responsibilities, skills, efforts, or working conditions associated with this job. The duties and responsibilities listed within this job description are subject to change or reassignment by management at any time.

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Read and Sign:

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I have read the above job description and received a copy of said description. I understand and am fully aware of the requirements of the position. I hereby acknowledge and agree that I am capable of fulfilling all job duties and requirements, including the physical requirements, and that I am fully able to comply with the job description.

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Employee's Name (Printed)

Date

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Employee's Name (Signature)

Date