

**Job Description
For
Dispatch/Records Supervisor**

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| Department: | Police | Pay Range: | 39 |
| Position Type: | FT | FLSA Status: | Exempt |
| Supervised By: | Deputy Chief | Bargain Unit: | No |

GENERAL POSITION SUMMARY:

This is the first-line supervisor of non-sworn dispatch and administrative personnel in a public safety assignment. This class is distinguished from lower-level jobs by the responsibilities for supervision of daily shift activities and staff, and from management-level classifications by the emphasis on the performance of technical work and delivery of services. Incumbent is responsible for performing advanced and/or complex technical work in area assigned; providing technical direction and problem resolution related to program services and activities; creating and interpreting policy, rules & regulations; ensuring staff and program compliance with applicable laws, regulations, policy and procedure; and reviewing and preparing statistical and related reports.

ESSENTIAL FUNCTIONS / MAJOR RESPONSIBILITIES:

1. Serves as a working supervisor, daily performing all duties of a Communications Officer II and is responsible for working a regularly scheduled shift in the dispatch center.
2. Supervises all Communications to include: prioritizing and assigning work; conducting performance evaluations; ensuring staff are trained; ensuring that employees follow policies and procedures; maintaining a healthy and safe working environment; and making hiring, termination, and disciplinary recommendations. The supervisor is on-call and provides dispatch/records supervisory and staffing functions 24 hours a day, 7 days per week, 365 days a year.
3. Supervises the day-to-day activities of the Police Department Communications/Records Division through the regular exercise of discretion and independent judgment with respect to matters of operational significance. to include: creating and managing daily work schedules; planning, coordinating, administering, and evaluating administrative support programs, projects, processes, and procedures; ensuring effective delivery of services; monitoring and ensuring compliance with Federal, State, and local laws, regulations, codes, and/or standards
4. Performs or coordinates advanced and/or complex technical work in the Police Department Communications/Records Division. Responsible for overseeing proper usage and updating of computer dispatch, record-keeping, radio and telephone systems.
5. Prepares, reviews, interprets, and analyzes policy, rules, regulations, and a variety of information, data, and reports; makes recommendations based on findings
6. Acts as agency LEDES Representative. Responsible for ensuring department and staff compliance with all LEDES rules and regulations.

7. Responsible for overseeing computer security and operations for all systems used and maintained by the Police Department Communications/Records Division.
8. Acts as agency CAD Administrator. Responsible for overseeing and updating CAD functions
9. Receives, responds to, investigates, and/or resolves complaints, requests for information, and/or other related items from the public, other city offices, outside agencies and department staff.
10. Represents the department at a variety of meetings, public events, training sessions, on committees, and/or other related events.
11. Assists in the design, modification, implementation, and execution of emergency management planning and operations. Serves functional roles within the incident command systems during emergencies.
12. Performs other duties of a similar nature or level as assigned by the Chief of Police or Deputy Chief.

NON ESSENTIAL FUNCTIONS:

None

SUPERVISORY RESPONSIBILITIES OF THIS POSITION:

1. Monitor and evaluate the day to day work of subordinate staff;
2. Develop, administer and oversee the daily work schedule;
3. Prioritize and assign tasks;
4. Analyze problems, identify alternative solutions, and recommend improvements;
5. Schedule and coordinate multiple projects simultaneously;
6. Prepare and analyze a variety of reports and/or information;
7. Maintain confidential files and records;
8. Ensure department and staff compliance with applicable policies, procedures, codes, laws and regulations;
9. Prepare, conduct and properly document annual Communications performance evaluations.
10. Recommend, prepare and conduct staff disciplinary measures and programs as needed following approved Federal, State, local and departmental standards and procedures. Make termination recommendations as needed.

INTERPERSONAL CONTACTS

1. Must be able to communicate effectively and professionally with management, staff, outside agencies, and the public to ensure prompt, efficient service and problem resolution.
2. Must be able to professionally handle complaints between and against department personnel, understand contract limitations and expectations, diffuse situations, properly conduct internal investigations, and be able to problem solve.

SPECIFIC JOB SKILLS REQUIRED:

1. Operate a computer and all related software applications;
2. Provide customer service;
3. Work effectively with the public, co-workers, employees and supervisors from diverse backgrounds;
4. Remain calm in emergency and non-emergency situations;
5. Adapt easily to changing priorities;
6. Effectively convey and receive verbal and written communication with employees, the public and management;
7. Correctly operate and troubleshoot a variety of modern office equipment;
8. Perform basic mathematical calculations.
9. Physically remain present on-site during assigned/scheduled dispatch shifts, never leaving the dispatch center in the care of non-qualified dispatchers (or police officers except for the purpose of taking brief restroom breaks, in on-site restrooms)
10. Ability to understand political ramifications of action or inactions.

EDUCATION/EXPERIENCE/LICENSES/CERTIFICATES REQUIRED:

- High school diploma, or G.E.D.; four-year academic degree preferred
- At least four (4) years (within the past 10-years) as a telecommunicator working in a certified PSAP;
- DPSST Basic Telecommunications Certification; Advanced Certificate preferred
- LEDES Entry/Update level certification;
- EMD Certification;
- Experience, training, and/or formal education in the Emergency Management Discipline
- Solid working knowledge of:
 - Supervisory principles
 - Basic budgeting principles
 - Principles and practices in assigned technical or support area of public safety
 - Office management principles and practices

- Customer service principles
- Culturally competent practices
- Filing and record keeping principles
- Modern office procedures, methods, and equipment
- Mathematical concepts
- Departmental operations, services, and/or offerings
- Research and reporting methods
- English language, grammar, and punctuation

OVERALL JOB STRENGTH RATING: (Oregon Workers Compensation Rules, Div. 436-035-0012)

Medium

PHYSICAL REQUIREMENTS:

1. Standing: Must be able to stand for brief periods to prepare meals, make copies, check on inmates.
2. Sitting: Must be able to sit for long periods of time in padded, adjustable office chairs.
3. Hand work: Must be able to manipulate a computer keyboard, mouse, and communications equipment for extended periods of time.
4. Seeing: Must be able to see and operate multiple computers displayed on multiple monitors, telephones, and variety of office equipment, prepare meals, and observe inmates.
5. Hearing: Must be able to hear all radio communication and multi-line telephone system continuously for extended periods of time. Must be within the minimum standards set by DPSST for certification or correctable to that level.
6. Speaking: Must be able to speak clearly and understandably via radio and telephone for extended periods of time.
7. Lifting/carrying: Must be able to occasionally lift and carry office supplies, files and boxes to an approximate weight of 40 pounds.
8. Walking: Occasional to prepare and serve prisoner meals or run errands at nearby businesses.
9. Must stay awake during entire shift.
10. Twisting/Bending: Must be able to twist occasionally to prepare and serve prisoner meals, pick up objects, assist patrons at window, and to view and manipulate computers and communication equipment.
11. Driving: Must maintain a valid Oregon driver's license and be able to drive on rare occasions to run errands or attend meetings and training.
12. Pushing/Pulling: Frequent to open and close office doors, refrigerator doors, deliver prisoner meals, retrieve files, grasp documents and items from service window.
13. Reaching: Must be able to reach freely for extended periods of time to grasp telephone receiver, computer mouse, and communications equipment, prepare meals, deliver them to inmates and retrieve them, reach files from shelves and receive documents and items from patrons at window.

