

CITY OF DALY CITY
JOB SPECIFICATION
EXEMPT

PUBLIC SAFETY DISPATCHER SUPERVISOR

DEFINITION

The Public Safety Dispatcher Supervisor functions as a working supervisor on an assigned shift. Depending on the shift assigned, work is performed independently or under general supervision as designated by the Chief of Police.

This classification assumes the full range of supervisory duties including scheduling of personnel, conducting employee evaluations, coordinating operations of a shift, and providing effective recommendations concerning personnel matters. In addition, positions in this class will perform dispatching duties as needed to meet workload demands.

DISTINGUISHING CHARACTERISTICS

The Public Safety Dispatcher Supervisor is the full supervisory level in the Dispatcher classification series, responsible for supervising and coordinating operations of a shift or an assigned function. Employees perform in one or two primary areas of responsibility: operations and technical. In cooperation with the Police Department Management Team, employees must work with significant independence and exercise discretion and judgment as it affects the day-to-day shift operation. Public Safety Dispatcher Supervisors provide administrative, technical, and policy guidance as well as conduct performance evaluations of Public Safety Dispatchers.

EXAMPLES OF DUTIES

Plan, direct, assign, supervise, mentor, train, and evaluate the activities of a shift in the Communications Center; assess and perform employee evaluations; attend and/or facilitate meetings related to the Communications Center operations or assigned specific function; provide staff assistance to higher level management on program or service-related issues; investigate internal and external inquiries; prepare detailed written reports, policies, procedures, and bulletins; develop alternative strategies for dealing with community needs and assist in the implementation of solutions as necessary; assess shift operations and fluctuation workloads and take appropriate action to meet workload demands; coordinate large scale incidents by identifying and prioritizing tasks to be completed and ensuring all functions have a course of action; receive, review, and process incident reports; receive and process business or emergency calls for law enforcement, fire, medical, and other public safety agencies; screen information to determine nature of call, perform call classification, determine priority and jurisdiction and document activity; oversee and perform warrant processing; testify in court regarding legal proceedings

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related to dispatch call(s) received; develop and maintain working knowledge of highways, streets, buildings, and major points of interest in the City and adjacent areas; remain current on procedures for manual dispatch operations and perform related duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:

English language, spelling, grammar and punctuation; organizational and leadership practices including supervisory and training principles; customer service and interpersonal communications principles, including face-to-face contact, telephone and/or data terminals; public safety entities providing emergency services within San Mateo County; Daly City's geographic and demographic composition; various resources within San Mateo County to provide referrals to the public and public safety agencies.

Additional Knowledge Required for the Operations Option:

Advanced principles and practices of dispatch protocols, personnel training, supervision and evaluation; and City-wide public safety operations and administration.

Additional Knowledge Required for the Technical Option:

City Computer systems and applications; principles and techniques of advanced systems analysis and design; information management platforms and systems; and methods and practices of computer systems design, programming and implementation

Ability to:

Communicate clearly and concisely in English, both orally and in writing; identify problems, secure relevant information and develop alternative solutions; prepare detailed written reports, policies, procedures and performance evaluations; participate in and oversee Communications Center team work while maintaining assigned job responsibilities and duties; prioritize and multi-task; anticipate and delegate responsibilities during fluctuating and/or peak workloads in the Communications Center and during large scale incidents; operate various communications equipment including public safety telephone and data terminals and other related technologies; read and interpret various mapping devices and relay pertinent information; exercise good judgment when making decisions in emergency situations; remain seated for long periods of time; read standard text/data on electronic screen or computer terminal teletype printouts and variety of maps; hear in an open space and noisy environment with static or weak transmissions and/or telephone conversation; interact positively and cooperate with co-workers, respond politely to customers, work as a team member, function under demanding time pressure, respond in a positive manner to supervision, and attend work and perform duties on a regular and consistent basis.

Experience: Two years of full-time experience as a public safety dispatcher. Prior supervisory experience is desirable.

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Education: Graduation from high school or equivalent.

License or Certificate: Possession of a valid Class C Driver's License.

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