

## **SUPERVISING DISPATCHER**

### **DEFINITION**

Under general direction, to plan, organize, and supervise the Sheriff Department emergency communications functions; to receive and dispatch radio and telephone communications; to dispatch law enforcement, emergency medical, and other public safety personnel; to maintain field communications during incidents; to process warrants; to perform office support assignments; and to do related work as required.

### **DISTINGUISHING CHARACTERISTICS**

This is a first level supervisory classification for the position which has the responsibility for planning, organizing, and supervising the communications function in the Sheriff Department. In addition, the incumbent performs the full scope of dispatching functions.

### **REPORTS TO**

Sheriff, Undersheriff, Captain, Lieutenant.

### **CLASSIFICATIONS DIRECTLY SUPERVISED**

Dispatcher - EMD.

### **EXAMPLES OF DUTIES**

Plans, organizes, and supervises the Sheriff Department communications function; assigns, trains, evaluates and supervises a staff of Dispatchers; ensures quality and uniformity of dispatcher training; prepares work schedules to ensure 24 hour coverage; writes and updates procedures to ensure the most recent changes are properly carried out; maintains reference material required for dispatching operations; provides technical assistance to dispatching staff as needed; checks reports, records, and other data for accuracy, completeness, and compliance with established standards; answers the telephone, receiving and classifying incoming calls; determines priority of response and dispatches public safety units, according to availability, assigned geographic area, and location; dispatches Sheriff, Emergency Medical, and other Public Safety Personnel to routine and emergency calls as required; maintains field communications during emergencies and incidents; transfers emergency calls to other agencies as warranted; enters and clears information on the CLETS system to assist field personnel with calls; sends warrant abstracts to other law enforcement agencies; performs warrant and records checks; updates daily dispatching logs; enters stolen property, repossessed property, and abandoned vehicle information into the teletype system; cleans and changes tapes on master recording equipment; maintains and updates data on business addresses and phone numbers; searches master recordings for needed information; processes warrants; performs a wide variety of office support assignments; operates office equipment and computers.

## **TYPICAL PHYSICAL REQUIREMENTS**

Sit for extended periods in one position; frequently stand and walk; normal manual dexterity and eye-hand coordination; corrected hearing and vision to normal range; verbal communication; use of office equipment including computers, telephones, calculators, copiers, and FAX.

## **TYPICAL WORKING CONDITIONS**

Work is performed in an office environment; continuous contact with staff and the public.

## **DESIRABLE QUALIFICATIONS**

### Knowledge of:

- Operating policies, procedures, and functions of the Amador County Sheriff Department.
- Laws, codes, and regulations related to transmission and reception of public safety communications.
- The general geography of Amador County.
- Proper operation and care of telephone, CLETS, computer terminal and voice radio equipment.
- Modern office methods and procedures.
- Principles of work scheduling.
- Principles of supervision, training, and staff evaluation.

### Ability to:

- Plan, organize, direct, and supervise Sheriff Department Communications functions.
- Supervise, schedule, train, and evaluate assigned personnel.
- Operate radio communications and teletype equipment.
- Use sound judgment in dispatching personnel and equipment.
- Think clearly and act calmly in emergency situations.
- Read, analyze, and interpret laws, codes, rules, and regulations.
- Perform a variety of office support work.
- Deal courteously but firmly with general public.
- Establish and maintain cooperative relationship with those contacted during the course of work.

Training and Experience: Any combination of training and experience which would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

Experience: Two (2) years of experience performing public safety dispatching work at a level equivalent to Dispatcher - EMD with Amador County.

Certification: Possession of Emergency Medical Dispatcher and Dispatcher Certification from P.O.S.T.