



# Calhoun County Consolidated Dispatch Authority

*Serving Our Community One Call at a Time*

## **JOB DESCRIPTION** **Dispatch Supervisor**

### **General Summary**

Under the general supervision of the Executive Director and the Deputy Director, the Dispatch Supervisor performs the following job responsibilities:

1. Responsible for monitoring, directing, coaching, evaluating, and assisting the work of Emergency Telecommunicators as assigned.
2. Assists the Director in implementing and administering dispatch center policies and procedures.
3. Assists in conducting staff training programs.
4. Assists in monitoring, maintaining, and troubleshooting Central Dispatch computer systems.
5. Performs the full range of duties and tasks of an Emergency Telecommunicator. Receives, processes and dispatches 9-1-1 calls and non-emergency calls for police, fire and/or emergency medical services.

### **Essential Duties and Responsibilities**

1. Oversees emergency telecommunicators assigned to shift for compliance with standard operating procedures and Federal Communications Commission (FCC) regulations.
2. Orients, schedules, and monitors the work of Emergency Telecommunicators. Assigns or reassigns work as necessary to meet the dispatch needs during their shift.
3. Assists with the review and updating of the Standard Operating Procedures (SOP's) and training procedures for approval by the Executive Director.
4. Handles disgruntled or irate citizens who will not cooperate with dispatchers.
5. Makes copies of digital recordings for court purposes and other uses as determined by the Executive Director.
6. Assists in maintaining a pro-active quality assurance program.



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7. Monitors and troubleshoots Calhoun County Consolidated Dispatch Authority computer systems (software and hardware).
8. Receives, investigates, verifies and responds to complaints from agencies and the public.
9. Makes recommendations and administers accommodations, disciplinary actions, and a number of other administrative duties.
10. Completes performance evaluations on direct subordinate Emergency Telecommunicators.
11. Performs a limited number of other administrative support tasks as deemed necessary by the Executive Director or Deputy Director.
12. Receives incoming telephone calls for assistance. Obtains information for type of service needed (police, fire, medical). Classifies the complaint and determines its priority. Questions the person on the telephone to determine circumstances and exact location of the incident being reported. Enters information into Computer Aided Dispatch (CAD). Listens for background noises. After Emergency Medical Dispatch (EMD) training and certification, may give pre-arrival medical instructions over the telephone using medical dispatch cards. Provides emotional support and uses hysteria management techniques.
13. Dispatches police to the scene as determined by jurisdiction. Describes to officers via radio transmission the nature of call, address, contact person, and other information necessary to ensure safety of officer and citizens. Monitors officers' radio transmissions and takes appropriate action. Tracks all traffic stops, motorist assists, units on in-progress and report-status calls. Assists in street location guidance for officers unfamiliar with area.
14. Dispatches fire department to the scene as determined by jurisdiction. Describes to responding units via radio transmission the nature of the call, address, cross-streets, and other information necessary to ensure safety of fire personnel and citizens. Conduct notification of the proper department on requests for mutual aid. Other fire dispatch duties as requested.
15. Dispatches medical units to the scene as determined by Medical Control. Coordinates the unit's times in CAD. Monitors traffic and renders assistance as needed. Once EMD certified, offers medical emergency instructions to callers by following the approved EMD protocols.
16. Operates LEIN computer. Receives queries and information from officers and enters into the computer terminal. Relays the response to the officers. Advises officers if there has been a wanted response to a person, vehicle or item checked. Advises the use of caution in appropriate cases. Advise officers of area or special broadcasts.



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17. Handles non-emergency calls received. Refers caller to appropriate agency when possible.
18. May train new dispatchers until able to function independently, evaluating the trainees progress and ability.
19. Performs minor maintenance on equipment or notifies proper authorities for repair work.
20. Controls access to the Center permitting entry only to employees and authorized persons.
21. Assists the Executive Director and/or other designated persons with interviewing candidates for dispatcher positions and contributes to the final selection process.
22. Functions as on duty warning coordinator. Monitors need for and disseminates public warning information as required, according to established plans and procedures.
23. Makes decisions on unusual situations and when questions arise within the Center.
24. Performs clerical and janitorial support and other tasks as assigned by management.

## **Incidental Duties and Responsibilities**

- ◆ May attend training or seminars as specified by the Executive Director.
- ◆ Must maintain EMD and CPR certification.

*The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. These statements are not intended to be construed as an exhaustive list of all duties and responsibilities required of personnel so classified, as well as any additional duties that may be assigned by the Executive Director.*

## **Qualifications**

**Education:** High school graduation or equivalent. Basic LEIN training or completion within twelve (12) months. Medical Priority Dispatch EMD training or completion within twelve (12) months.

**Experience:** Preferably three (3) years experience in an emergency communications/9-1-1 dispatch center while demonstrating leadership abilities. Experience should demonstrate ability to maintain confidentiality and loyalty as well as ability to communicate and work with other departments and agencies within an emergency communications center. Job requires knowledge normally acquired from specialized training such as that offered in community college, technical or business school



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programs. Areas of study would typically include subjects in law enforcement, computer operations, office systems and employee supervision.

**Knowledge, Skills, and Abilities:** Job requires the ability to perform the essential functions contained in this description. These include, but are not limited to, the following requirements. Reasonable accommodations will be made for otherwise qualified applicants unable to fulfill one or more of these requirements:

- ◆ Ability to effectively direct and if necessary correct subordinates.
- ◆ Oral and written communications skills including ability to understand, follow and relay concise, complex instructions.
- ◆ Ability to remain calm in emergency situations and handle crises in professional manner.
- ◆ Ability to use tact and diplomacy and understand people from all social, economic and cultural backgrounds.
- ◆ Willingness to work a variety of shifts including weekends, holidays and overtime.
- ◆ Must pass extensive background investigation.
- ◆ Must be able to communicate in a professional and polite manner with the public, agencies, and other personnel.
- ◆ Ability to perform accurately and efficiently in emergency situations.
- ◆ Ability to cope appropriately with stressful situations.
- ◆ Ability to withstand prolong periods of sitting.
- ◆ Ability to enter and retrieve information from a computer terminal.
- ◆ Ability to read documents, maps, computer printouts, and other printed and graphic materials.
- ◆ Ability to distinguish colors on computer screens.
- ◆ Ability to operate a motor vehicle.
- ◆ Ability to operate telecommunications equipment.

*The qualifications listed above are intended to represent the minimum skills and experience levels associated with performing the duties and responsibilities contained in this job description. The qualifications should not be viewed as expressing absolute employment or promotional standards, but as general guidelines that should be considered along with other job-related selection or promotional criteria.*

## **Reporting Relationships**

Reports to the Deputy Director. In the event the Deputy Director is absent or in the event an issue is unable to be resolved, this position reports to the Executive Director.



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## **Working Conditions/Environment**

Works in secure dispatch center with stress from crisis situations and constant flow of emergency calls and dispatches. May travel to various locations for training. Works all shifts, weekends, and holidays.

## **Physical/Mental Requirements**

- ◆ Ability to function in stressful working environment.
- ◆ Clear speaking voice.
- ◆ Visual acuity to read, proofread, fill in forms and use CAD.
- ◆ Hearing acuity to listen and communicate in person and on the telephone.
- ◆ Manual dexterity to use alphanumeric keyboard.
- ◆ Ability to handle stress.
- ◆ Mental capacity to analyze data, use logic, exercise sound judgment, and make sound decisions.
- ◆ Ability to keep confidentiality of business conducted at the Center.
- ◆ Ability to maintain effective working relationships with other employees, agencies, and the general public.

## **Desired Characteristics of a GOOD Dispatch Supervisors**

1. The ability and desire to take on responsibility, make decisions, and be in charge.
2. Desire to be helpful. This includes not only persons who are a pleasure to help, but also individuals who may be unreasonable, demanding, rude, unpleasant, and uncooperative. Remember that you represent the service oriented departments.
3. The ability to think clearly and act promptly in emergencies and under pressure.
4. The ability to speak clearly and distinctly at all times.
5. Recognition of the importance of the job. It is the duty of the dispatch supervisor to monitor and ensure that the safety link between the road officer, firefighter, emergency medical technician and the citizens remain effective.
6. Courtesy and Professionalism. The communications center is essentially a business office and must be operated in a business-like manner. In our business, as in any other business that deals with the public, all employees are expected to be courteous and professional at all times.