



AUGUST 2020
FLSA: NON-EXEMPT
Bargaining Unit: TC
JCN: 3806

County of El Dorado
2000

January

SUPERVISING SHERIFF'S PUBLIC SAFETY DISPATCHER SUPERVISOR

DEFINITION

Under ~~supervision~~ general direction, plans, assigns, ~~directs~~ supervises, reviews, ~~evaluates~~, and participates in the work of a group of ~~Public Safety Dispatchers; receives 911 system~~ public safety dispatchers responsible for receiving, evaluating, and prioritizing emergency and non-emergency calls; ~~dispatches in accordance with emergency and Sheriff's Office procedures; directs and performs specialized program and administrative assignments according to established emergency and County procedures; operates various tele-communications equipment; performs a variety of technical tasks relative to the assigned functional area; and performs related duties as assigned.~~

DISTINGUISHING SUPERVISION RECEIVED AND EXERCISED

Receives general direction from assigned supervisory or management personnel. Exercises immediate and general supervision over assigned dispatch staff.

CLASS CHARACTERISTICS

This is the first full supervisory ~~level~~ within classification in the public safety dispatch ~~Sheriff's Public Safety Dispatch class~~ series. Incumbents are responsible for providing training, work direction review and evaluation to ~~planning, organizing, supervising, reviewing, and evaluating the work of~~ a shift of public safety dispatchers. ~~The work also includes performing the full range of emergency communications activities. Successful performance~~ Performance of the work requires the use of considerable independence, initiative, and discretion within established guidelines. Incumbents promote a positive work environment and build unit morale through effective management of stressful events.

EXAMPLES OF DUTIES TYPICAL JOB FUNCTIONS (Illustrative Only)

- Assigns ~~Plans, organizes, assigns, supervises, reviews, and directs the work of assigned public safety dispatch staff responsible for dispatch services including receiving, evaluating, and prioritizing emergency and non-emergency calls; eliciting information to determine nature of emergency; and dispatching and coordinating law enforcement, medical, fire, and other emergency response units in accordance with Sheriff's Office and emergency procedures.~~
- ~~Evaluates employee performance, counsels employees and effectively recommends initial disciplinary action and other personnel decision.~~
- ~~Participates in the hiring of assigned staff, recommending selection for management approval.~~
- ~~Organizes and assigns work, sets priorities and follows up to ensure coordination and completion of assigned work.~~
- ~~Assists staff with the resolution of difficult situations related to the work and within the work group.~~
- Contributes to the overall quality of the Sheriff's Office service by developing, reviewing, and implementing

policies and procedures to meet legal and regulatory requirements and County needs; continuously monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; assesses and monitors the distribution of work, support systems, and internal reporting relationships; identifies opportunities for improvement; directs the implementation of change.

- Participates in the selection of, trains, motivates, and evaluates the work of assigned personnel; provides direction or coordinates staff training; works with employees to correct deficiencies and implements discipline procedures as required.
- Schedules work and authorizes leaves, ensuring the effective, efficient, and timely completion of all work.
- Monitors and evaluates operations, call volume, and stress levels; provides recommendations concerning process changes and shift staffing levels.
- Directs dispatchers in determining appropriate actions to take in any situation that is not clearly defined in established policies and procedures; uses good judgment in determining how best to handle such situations to ensure the safety of citizens and responders and reduce liability of the County.
- Receives, analyzes, and evaluates 911, Sheriff's emergency and business calls, including inquiries and complaints, fire, ambulance, roads, animal control, and maintenance and City of Placerville police department calls; transfers; transfer calls to appropriate parties or creates a call for dispatch.
- Interprets, explains, and applies provisions of law, rules, and regulations related to law enforcement activities; develops, recommends modifications, and administers policies and procedures while ensuring that County, Sheriff's Office, regulatory, and legal requirements are met.
- Dispatches Sheriff units, Placerville Police sheriff units or other staff and equipment to emergency or non-emergency locations.
- ~~Operates computer consoles for call input, dispatching and continuous update of suspect information and deputy location; types information into computer system.~~
- ~~Enters call information in written or computer-based format; logs and fills out call forms; maintains records of radio calls.~~
- ~~Operates multi-channel radio systems; monitors other channels while maintaining radio traffic on main channels.~~
- ~~Operates computer equipment to access local, state and federal criminal justice information systems; operates teletype systems to transmit and receive information.~~
- Maintains radio contact with California Highway Patrol and various other allied agencies, and including mobile and portable units; recognizes units from other agencies and assists them with County units or provides requested information.
 - ~~Handles in-house and radio paging, and other after-hours phone lines.~~
 - Performs basic equipment adjustmentsSupervises and participates in the retrieval of information from various federal, state, and local law enforcement information databases.
 - Supervises and maintenance; maintainsparticipates in the entry, update, and retrieval of records and files from teletype database and may perform associated office support dutiescomputer systems.
 - ~~Attendance and punctuality that is observant of scheduled hours on a regular basis.~~
 - Performs related work duties as assigned.

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QUALIFICATIONS

Knowledge of:

- ~~Supervisory principles~~Principles and practices of employee supervision, including ~~selection~~, work planning, assignment, review and evaluation, ~~employee training and~~ discipline.

- ~~○> Terminology, and the training of staff in work procedures used in police, sheriff's, fire and related emergency radio and telephone communications.~~
- ~~○ Operation of communication equipment including multi-line telephones, radio, paging, computer and related systems. Rules, regulations, codes and laws related to the work.~~
- ~~➤ Functions, authorities, and practices of public safety and emergency response agencies.~~
- ~~➤ Applicable pertinent federal, state, and local laws, codes, ordinances, regulations, and standards affecting Sheriff's Office operations.~~
- ~~○> The topography and communities of El Dorado County.~~
- ~~○ Record keeping principles and practices. Standard office equipment including computerized equipment and typewriter.~~
- ~~○ Data entry principles and the use of word processing or computer equipment.~~

Skill in:

- ~~○ Planning, assigning, supervising, reviewing and evaluating the work of assigned public safety dispatch staff.~~
- ~~➤ Training others in work Business letter writing and the standard format for reports and correspondence.~~
- ~~○> Principles and procedures of recordkeeping.~~
- ~~○ Obtaining information from individuals in emergency situations, including those who are emotionally distraught, angry or difficult to understand.~~
- ~~○ Assessing Terminology and procedures used in a law enforcement and prioritizing emergency situations.~~
- ~~○> Utilizing multi-line and/or multi-channel related emergency communications equipment.~~
- ~~○ Remaining calm and making rapid and sound independent judgments in stressful emergency situations.~~
- ~~○ Operating complex radio, telephone, computer, and teletype systems.~~
- ~~○ Memorizing codes, names, locations and other detailed information.~~
- ~~➤ Communicating tactfully and Basic principles and practices of budget development and administration.~~
- ~~➤ Techniques for providing a high level of customer service by effectively dealing with the public, public safety personnel, vendors, contractors, and County staff.~~
- ~~➤ Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.~~
- ~~○> The structure and content of the English language, including the meaning and others spelling of words, rules of composition, and grammar.~~
- ~~○ Operating keyboards including typewriters and computer terminals at a typing speed of 40 words per minute. Performing varied record keeping and office support duties.~~

Other Requirements:

- ~~➤ Modern equipment and communication tools used for business functions, and program, project, and task coordination.~~
- ~~➤ Computers and software programs (e.g., Computer Aided Dispatch, mapping, Microsoft software packages) to conduct, compile, and/or generate documentation.~~

Ability to:

- ~~➤ Plan, organize, and coordinate the work of dispatch staff.~~
- ~~➤ Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.~~
- ~~➤ Assist in developing and implementing goals, objectives, practices, policies, procedures, and work standards.~~
- ~~➤ Work under stressful conditions; remain calm; and make quick, sound, and independent decisions~~

- based on facts.
- Assess difficult or emergency circumstances and develop, implement, and direct appropriate response strategies.
 - Determine the need for emergency equipment repair, alternative modes of operating, and/or the involvement of higher-level personnel.
 - Observe and accurately recall places, names, descriptive characteristics, and facts of incidents.
 - Attend to multiple activities and receive information from multiple sources simultaneously.
 - Read and interpret maps and other pertinent documentation.
 - Maintain accurate records and prepare clear and concise reports and other written material.
 - Understand, interpret, and apply pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
 - Operate complex radio/computer systems.
 - Effectively represent the Sheriff's Office and the County in meetings with governmental agencies; community groups; various business, professional, and regulatory organizations; and in meetings with individuals.
 - Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
 - Effectively use computer systems, software applications, and modern business equipment to perform a variety of work tasks.
 - Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
 - Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
 - Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

~~Must be able to pass a detailed background investigation. Must be willing to work twelve (12) hour shifts. Must be willing to work evening, night, weekend and holiday shifts. Must be willing to be called back or held over to maintain minimum staffing levels. Must possess and maintain appropriate P.O.S.T. certifications. Must be able to type at a rate of 40 net words per minute.~~

Education and Experience:

Any combination of the required experience, education, and training that would provide the essential knowledge, skills, and abilities is qualifying.

Equivalent to graduation from high school:

AND

One (1) year of lead-level emergency dispatching experience ~~at a level~~ equivalent to the County's class of ~~Senior~~Sheriff's Sr. Public Safety Dispatcher;

~~OR three~~

Three (3) years of journey-level emergency dispatching experience at a level equivalent to the County's class of Sheriff's Public Safety Dispatcher II.

Licenses and Certifications:

- Possess or be eligible to possess a Peace Officer Standards and Training (POST) Professional Public Safety Dispatcher Intermediate Dispatcher Certificate.
- A POST Dispatcher Supervisory Certificate is desirable.

- Obtain POST Communications Training Officer training within one (1) year of appointment.
- May be required to possess or obtain additional certification(s) as deemed necessary by the supervisor or Sheriff.

PHYSICAL DEMANDS

~~Must~~ NOTE: The above qualifications are a typically accepted way of obtaining the required knowledge and skills. possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, over radio systems and the telephone. This is primarily a sedentary office classification although standing and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard and to operate dispatch and standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds. Reasonable accommodations will be made for individuals on a case-by-case basis.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment under highly stressful conditions with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with members of the public or with staff under emotionally stressful conditions while interpreting and enforcing departmental policies and procedures. Occasionally this class may be required to perform work duties in an emergency field operations environment such as within a communications vehicle.

WORKING CONDITIONS

Must be willing to work nights, weekends, and holidays. Must be willing to be called back, held over, or called-in to maintain minimum staffing levels. Shifts can be stressful and routinely 12 hours long. Must be able to pass a thorough background investigation.