



SHERIFF'S PUBLIC SAFETY DISPATCHER SUPERVISOR

DEFINITION

Under general direction, plans, assigns, supervises, reviews, and participates in the work of a group of public safety dispatchers responsible for receiving, evaluating, and prioritizing emergency and non-emergency calls in accordance with emergency and Sheriff's Office procedures; directs and performs specialized program and administrative assignments; performs a variety of technical tasks relative to the assigned functional area; and performs related duties as assigned.

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 classification in the Sheriff's Public Safety Dispatch class series. Incumbents are responsible for planning, organizing, supervising, reviewing, and evaluating the work of a shift of public safety dispatchers. 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 TYPICAL JOB FUNCTIONS (Illustrative Only)

- 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.
- 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; 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 or other staff and equipment to emergency or non-emergency locations.
- Maintains radio contact with allied agencies, including mobile and portable units; recognizes units from other agencies and assists them with County units or provides requested information.
- Supervises and participates in the retrieval of information from various federal, state, and local law enforcement information databases.
- Supervises and participates in the entry, update, and retrieval of records from teletype database and computer systems.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, discipline, and the training of staff in work procedures.
- 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.
- Business letter writing and the standard format for reports and correspondence.
- Principles and procedures of record keeping.
- Terminology and procedures used in a law enforcement and related emergency communications.
- Basic principles and practices of budget development and administration.
- Techniques for providing a high level of customer service by effectively dealing with the public, 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 spelling of words, rules of composition, and grammar.
- 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.

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

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:

- Possession of a valid Peace Officer Standards and Training (POST) Professional Public Safety Dispatcher Intermediate Dispatcher Certificate by time of appointment.
- Possession of a POST Dispatcher Supervisory Certificate is desirable.
- Completion of POST Communications Training Officer training within twelve (12) months of appointment.
- May be required to possess or obtain additional certification(s) as deemed necessary by the supervisor or Sheriff.

PHYSICAL DEMANDS

Must 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 keyboard and to operate dispatch and standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull to retrieve and file materials. 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 with moderate noise levels and controlled temperature conditions. Work is performed under high-stress circumstances, including frequent contact with the public

and staff experiencing emergencies or emotional distress. Employees may occasionally be assigned to work in an emergency field operations setting such as within a communications vehicle.

WORKING CONDITIONS

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