



JULY 2020
FLSA: Exempt
Bargaining Unit: MA
JCN: 3804

SHERIFF'S PUBLIC SAFETY DISPATCH MANAGER

DEFINITION

Under general direction, plans, organizes, coordinates, evaluates, manages, and oversees all operations of public safety dispatchers; recommends and implements policies and procedures for the dispatching function; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from an assigned Sheriff's Captain. Exercises general direction and supervision over supervisory, professional, technical, and administrative support staff through subordinate levels of supervision.

CLASS CHARACTERISTICS

This is a management classification responsible for public safety central dispatching services. The incumbent provides employee supervision, training, and evaluation, and is responsible for resolution of day-to-day work issues and the handling of the more complex or difficult assignments. The work also includes communication and coordination with command staff of various law enforcement agencies regarding dispatching activity and service levels. Incumbents serve as a professional-level resource for organizational, managerial, and operational analyses and studies. Performance of the work requires the use of considerable independence, initiative, and discretion within established guidelines.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

- Assists in developing goals, objectives, policies, standards, and procedures for the central dispatch function.
- Plans, assigns, and coordinates the work of public safety dispatch staff; provides technical training and assistance to staff as needed; assists in development of training programs.
- Participates in the hiring process and recommends selection of assigned staff to the Sheriff for final approval.
- Trains staff in County, law enforcement, and public safety dispatch policies and procedures.
- Evaluates employee performance, counsels employees, and recommends disciplinary action and other personnel decisions to the Sheriff.
- Determines work schedules and authorizes leaves, ensuring necessary off-shift and seven-day coverage.
- Makes independent decisions and authorizes actions in accordance with established procedures regarding dispatching; conveys emergency information, procedures, and policies to subordinates and the public.
- Prepares a variety of records, reports, and other written correspondence related to dispatch functions.
- Coordinates with the Fiscal Division to maintain the County's alarm permit system, ensuring that records are current and accurate and that call history is maintained.
- Prepares and administers the budget for the Central Dispatch Unit.
- Requests and ensures availability of materials, equipment, and supplies.
- Evaluates and troubleshoots computer-aided dispatching and/or records management system malfunctions or hardware problems.
- Participates in public safety and dispatching activities on a relief basis as required.

- Investigates, resolves, or recommends action regarding service or personnel complaints relating to dispatching activities; provides recordings to other agencies, as requested.
- Operates a variety of standard office equipment and specialized dispatch center equipment and computers.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Organizational and management practices as applied to the development, analysis, and evaluation of programs, policies, and operational needs of the dispatch function.
- Supervisory principles and practices, including work planning, scheduling, review, evaluation and employee training and discipline.
- Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures in 911 and related emergency radio and telephone communications.
- Principles of shift coverage and staffing.
- Operation of communication equipment including telephone, radio, paging, computer and related systems.
- Computerized dispatching and record and information systems.
- Principles and practices of budgetary control and administration.
- Business letter writing and the standard format for typed material.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and County staff.
- 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., Microsoft software packages) to conduct, compile, and/or generate documentation.

Ability to:

- Assist in providing administrative and professional leadership and direction for the division in the Sheriff's Office.
- Plan, assign, supervise, review, and evaluate the work of assigned staff.
- Train others in effective communication techniques and work procedures.
- Develop and implement policies, procedures, standards, and other administrative tools.
- Analyze administrative, financial, and operational problems; evaluate and recommend alternative solutions; reach sound conclusions; and implement effective courses of action.
- Troubleshoot hardware and software problems with dispatch equipment and/or procedures.
- Remain calm and exercise sound independent judgment and decision-making in daily work activities and emergency situations.
- Communicate tactfully and effectively with the public, public safety personnel, and others.
- Provide clear and concise instructions to the public in emergency situations.
- Interpret and apply procedures, regulations, and policies.
- Prepare, maintain, file, and index a variety of reports, records, and other written material.
- Operate dispatching center equipment, including telephones, radios, computers, and related 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 a bachelor's degree from an accredited four-year college or university with major coursework in business, criminal justice, or a closely related field;

AND

Two (2) years of experience in emergency dispatching at a level equivalent to the County's class of Supervising Public Safety Dispatcher.

Licenses and Certifications:

- Possession of, or ability to obtain and maintain, a valid Driver's License and a satisfactory driving record.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer, and to operate a motor vehicle to visit various County and meeting sites; vision to read printed material and a computer screen; and hearing and speech to communicate in person and over the telephone. Standing in and walking between work areas is frequently required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification frequently bend, stoop, kneel, and reach to perform assigned duties, as well as 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 with the use of proper equipment. 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, controlled temperature conditions, and no direct exposure to hazardous physical substances.

WORKING CONDITIONS

May be required to work early mornings, evenings, weekends, holidays, and/or during disasters. Must be able to pass a thorough background investigation.