

CITY OF ARCADIA

DISPATCH SERVICES SUPERVISOR

DEFINITION

Under general supervision, responsible for the operation of the emergency services systems and various communication devices to receive, route, relay, and dispatch calls for emergency and non-emergency law enforcement.

SUPERVISION EXERCISED

Exercises direct supervision over Dispatch staff.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES

Oversee and receive calls for service from the public requesting ambulance, fire, law enforcement or other emergency and non-emergency services; obtain appropriate information; input and update information into CAD system; determine nature and location of emergency; determine priority and dispatch emergency units as necessary and in accordance with established procedures for operating a dispatch system; maintain contact with calling party; relay pertinent information to responding party.

Serve as Public Safety Answering Point (PSAP) manager; maintain awareness of all aspects of 911 state mandates, P.O.S.T. training mandates, implementation timelines, funding sources, liability, and recommendations for policy development.

Direct the work activities of assigned dispatch personnel; prioritize and coordinate work assignments; review work for accuracy; recommend improvements in workflow, procedures and use of equipment and forms.

Participate in training and evaluating assigned staff; provide or coordinate staff training; update and document training standards.

Oversee maintenance of communications equipment; address software needs and technological advancements; research and coordinate State and Federal grants.

Maintain contact with all units on assignment; maintain status and location of field units; maintain daily log of all field calls and units dispatched.

Maintain awareness of activities on prior shifts and continuing problems or situations; respond to questions and concerns from the public, staff, and other agencies; recommend appropriate action.

Use telecommunications systems to coordinate emergency calls and relay information and assistance requests involving other law enforcement agencies.

Monitor emergency alarm boxes; monitor and provide dispatching services for a variety of agencies after hours.

Perform a variety of record keeping, filing, and indexing; maintain a variety of automated and manual logs, records and files relating to emergency services activities; prepare statistical and analytical reports on daily operations as necessary.

Operate various equipment including multi-line telephones, multi-channel two-way radio, computer, teletype, typewriter, 911 emergency and alarm monitoring equipment, Computer Aided Dispatch (CAD) system, National Criminal Information Center (NCIC) terminal, fax machines, dictaphones, copiers, and other communications equipment.

Coordinate with Emergency Management Agency and Civil Defense in cases of disasters or severe weather; monitor weather wire; obtain and distribute pertinent information to the public and other agencies.

Maintain confidentiality of information.

Attend training and information sessions to keep aware of local government capabilities and resources to assist the public and elected officials in the protection of life and property.

Prepare alarm response logs; tabulate responses; prepare authorizations to bill for services.

Enter police records/information into databases as necessary to support Records Bureau operations.

Operate NCIC/computer system to enter, modify, update and retrieve data such as stolen and recovered property, driver license and vehicle registration information, and warrants on wanted persons.

Obtain and process a variety of documents and information including criminal histories, pawn slips, NCIC and warrant entries, work-ups, and validations for deputies and detectives.

OTHER JOB RELATED DUTIES

Perform related duties and responsibilities as assigned.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of:

English usage, spelling, vocabulary, grammar, and punctuation.

Modern office practices, methods, and computer equipment.

Principles and procedures of record keeping and reporting.

Principles and practices used in dealing with the public.

Operational characteristics of communications equipment used in the area of emergency dispatch.

Streets, businesses, boundaries, districts, and zones which represent geographical areas of responsibility within the City.

Principles and resources for dealing with hazardous materials.

Pertinent Federal, State, and local laws, codes and regulations.

Policies and procedures of receiving, processing, and dispatching emergency calls.

Basic communications rules and regulations governing the operation of radio transmitting and receiving systems.

Standard radio broadcasting and dispatch procedures and rules.

Principles and procedures of record keeping including the maintenance and security of communications reports.

General law enforcement codes, practices and methods.

Skill to:

Operate and perform minor maintenance on a variety of emergency communications equipment.

Operate a computer terminal, teletype, radio, telephone, fax machine, copier, dictaphone, and other office equipment.

Type at a speed of 35 words per minute and enter data at a speed necessary for successful job performance.

Ability to:

Learn operational characteristics of communications equipment and tools used in the area of emergency dispatch.

Learn streets, businesses, boundaries, districts, and zones which represent geographical areas of responsibility within the City.

Learn principles and resources for dealing with hazardous materials.

Learn policies and procedures of receiving, processing, and dispatching emergency calls.

Learn basic communications rules and regulations governing the operation of radio transmitting and receiving systems.

Learn standard radio broadcasting and dispatch procedures and rules.

Learn principles and procedures of record keeping including the maintenance and security of communications reports.

Learn general law enforcement codes, practices and methods.

Work under pressure, exercise good judgment and make sound decisions in emergency situations.

Effectively communicate with and elicit information from upset and irate citizens.

Understand and follow oral and written instructions.

Apply knowledge and reasoning to make prompt and effective decisions quickly in both routine and non-routine situations.

Analyze situations carefully and adopt effective courses of action.

Interact effectively and sensitively with individuals from diverse backgrounds.

Speak clearly and distinctly in a well modulated voice.

Maintain confidentiality of sensitive information.

Perform multiple concurrent tasks.

Hear and recognize conditions or circumstances that indicate something might be wrong, unusual, or out of the ordinary.

Exercise good judgment, flexibility, creativity, and sensitivity in response to changing situations and needs.

Communicate clearly and concisely, both orally and in writing.

Establish, maintain and foster positive and harmonious working relationships with those contacted in the course of work.

Perform responsible emergency dispatch and law enforcement support work with accuracy, speed, and minimal supervision.

Interpret, explain, and enforce policies and procedures.

Read and interpret street maps.

Minimum Qualifications:

Experience:

Three years of experience in emergency services dispatching.

Training:

Equivalent to the completion of the twelfth grade.

License or Certificate:

Possession of a valid P.O.S.T. Dispatcher/Telecommunications certification.

Special Requirements:

Essential duties require the following physical skills and work environment:

Ability to sit for long periods of time and reach; ability to work in an enclosed environment with limited mobility; availability for shift work.

Effective Date: September 2005, July 2024