



Job Description

Title:	Public Safety Dispatch-Clerk Supervisor		Created:	August 2007
Salary Level:	334		FLSA Status:	Non-Exempt
Supervisor:	Police Lieutenant	Supervises:	Applicable Staff	
Job Family:	None	Bargaining Unit:	Police	

JOB SUMMARY:

Performs supervision of Police Department Dispatch operations and staff, and performs dispatcher duties.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Provides lead supervision over Public Safety Dispatcher/Clerk staff.
- Provides work direction, training and review and evaluation of work performance.
- Develops and implements work plans, procedures and schedules.
- Coordinates shift coverage and workflow.
- Resolves operational and staff problem issues.
- Collects and reviews payroll documents for staff.
- Maintains confidential records and files.
- Receives emergency and non-emergency calls from the public and other jurisdictions.
- Determines if emergency response is appropriate.
- Dispatches police and fire personnel and equipment in response to emergencies.
- Relays emergency and non-emergency information to public safety personnel in the field.
- Activates SWAT team when appropriate.
- Dispatches Animal Control Unit, Parking Aide and Community Services Officer.
- Interprets information from units in the field, which is often sketchy, broken, or in code.
- Relays information to other agencies, describing the nature of the incident.
- Processes all police reports, files and distributes appropriately.
- Gathers information for incident reports.
- Operates probation and warrant terminal and deciphers information.
- Makes phone calls requested by Police Officers.
- Operates Telephone for the deaf (TDD) computer system.
- Prepares daily log and briefing material for officers.
- Processes monthly accident reports and forwards to CHP.
- Performs related duties as required.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Ability to:

- Supervise the work of a police dispatch and records operation.

Public Safety Dispatcher-Clerk Supervisor - Continued

- Understand the organization and operation of City departments.
- Supervise, train and evaluate personnel.
- Analyze incident situations and prioritize responses.
- Handle and process multiple incidents simultaneously.
- Operate radios and specialized telephone equipment.
- Speak clearly and concisely in an understandable voice via radio and telephone.
- Memorize and retain clear and unclear information transmitted during telephone and radio calls.
- Maintain calm during tense busy periods of time.
- Perform Matron duties processing female prisoners.
- Train and provide work direction to others.
- Interpret and explain policies & procedures.
- Prepare and maintain records and files.
- Establish, maintain effective relationships.
- Operate modern office equipment.
- Maintain records and prepare reports.
- Communicate effectively orally and in writing.
- Understand, follow oral and written directions.
- Answer telephones courteously and efficiently.

Knowledge of:

- Principles and practices of public safety communications.
- Operating characteristic of the police records system.
- Pertinent codes, regulations and laws.
- Principles and practices of employee supervision, training and evaluation.
- Penal and Vehicle Codes.
- CAD applications.
- Operation of radios and specialized telephone equipment.
- Phonetic alphabet and 10 Code system.
- Fire and Police department policies and procedures.
- Operation of computers and related software.
- Public contact techniques.
- Interpersonal skills.
- Correct English usage and grammar.

Education and/or Experience:

- High school diploma or general education degree (GED); three years increasingly responsible experience as a Dispatcher/Clerk preferably with the City; or equivalent combination of education and experience.

Certificates, Licenses, Registrations:

- Valid California drivers license.
- POST Dispatch and CLETS Certification.

Language Skills:

Ability to read and comprehend complex instructions, correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations.

Public Safety Dispatcher-Clerk Supervisor - Continued

Mathematical Skills:

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

Reasoning Ability:

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel and talk or hear. The employee frequently is required to sit. The employee is occasionally required to stand, walk, and reach with hands and arms. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, color vision, and ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee regularly works in inside environmental conditions. The employee frequently works with a video display terminal for prolonged periods. The noise level in the work environment is usually moderate.