

DISPATCH SUPERVISOR

DEFINITION

Supervises emergency and non-emergency dispatch services for the 911 emergency dispatch center for all fire, law enforcement, and emergency medical services; interacts with the general public; assists law enforcement, fire, and emergency medical personnel. Assists and performs the duties of subordinates as needed.

SUPERVISIONS RECEIVED AND EXERCISED

Receives general supervision from Seminole County's 911 Director.

Exercises supervision to communications dispatchers.

ESSENTIAL AND MARGINAL FUNCTION STATEMENTS—Essential and other important responsibilities and duties may include, but are not limited to the following:

Essential Functions:

1. Assist the 911 Administrator in supervising the operation of the 911 communications center.
2. Receive emergency service calls for the public requesting law enforcement, fire, ambulance or other emergency service; determine nature, location and priority of emergency; dispatch emergency units as necessary.
3. Organizes and coordinates the department's resources to meet requirements for operation of the 911 communications center. Monitor productivity and workflow and resolve problems to meet deadlines and employee scheduling conflicts. Perform planning of vacation scheduling and training requirements.
4. Develop, plan, schedule, and implement dispatcher training programs. Perform administrative duties in the maintenance of records.
5. Interacts with the public over the telephone to handle transactions, research, and answer technical/incident specific questions and resolve problems.
6. Act as a backup to communications dispatchers and performs those functions as needed.
7. Maintain contact with all units on assignment using a two-way radio; maintain status and location of emergency units; maintain daily log of all field calls and units dispatched.
8. Monitor, receive, disseminate, and transmit public safety information via a teletype machine.
9. Use TDD and other telecommunications systems to coordinate emergency and non-emergency calls and relay information and assistance requests involving other law enforcement, emergency medical and fire agencies.
10. Answer non-emergency calls for assistance; take reports over the telephone; answer and dispatch maintenance service emergencies during evenings, weekends, and holidays; contact appropriate personnel for response.
11. Communicate with the public and provide general information or referrals as needed.

12. Enter, update, and retrieve information of NCIC, OLETS, and other criminal information systems relating to wanted persons, warrants, stolen property, vehicle registration, stolen vehicles and other information.

13. Maintain written records on a variety of log forms and time cards.

Marginal Functions:

Gather information for variety of reports.

Monitor and maintain communications center supplies.

Perform related duties and responsibilities as required.

QUALIFICATIONS

Knowledge of:

Policies and procedures of receiving and processing emergency calls including police and fire codes.

Principles of business administration.

Basic supervisory practices and principles to include management and leadership skills.

Procedures used in operating computer aided dispatch and E911 systems.

Federal Communications Commission rules and regulations governing operation of radio telephone transmitting and receiving systems.

Standard radio broadcasting and dispatch procedures and rules.

Basic principles and procedures of record keeping.

911 emergency communications rules, regulations, and guidelines.

English usage, spelling, grammar, and punctuation.

Modern office procedures, methods, and computer equipment.

Pertinent federal, state, and local laws, codes, and regulations relating to telecommunications.

Ability to:

Perform routine clerical duties.

Plan work schedules, evaluate work performance, and provide input on department planning.

Learn the geography of Seminole County, including road and street locations.

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

Effectively communication with the illicit information from upset and irate citizens.

Learn the basic procedures used in operating 911 systems.

Learn to operate radio transmitting equipment.

Type accurately at a speed necessary for successful job performance.

Operate a computer terminal, teletype, and other office equipment.

Work various shifts as assigned.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain cooperative working relationships with those contacted in the course of work.

Obtain certification as a basic telecommunicator and an emergency medical dispatcher.

Maintain effective audio-visual perception and discrimination needed for:

- reading and writing
- communicating with others including hearing and speaking clearly
- operating specialized communications equipment
- distinguishing difference between colors.

Maintain physical condition appropriate to the performance of assigned duties and responsibilities which may include:

- working under extreme stress and pressure
- typing at high rates of speed
- sitting for extended periods of time
- operating specialized communications equipment

Effectively handle a work environment and conditions which involve:

- high levels of public contact
- working closely with others
- working in confined spaces
- working under extreme stress and pressure
- irregular working hours.

Maintain mental capacity which permits:

- quickly making sound decisions and using good judgment
- prioritizing emergency and non-emergency situations
- demonstrating intellectual capabilities

Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Two to three years of experience in receiving and processing public service calls in an emergency communications center is desirable.

Training:

High school diploma or equivalent. Prefer two-year college degree in business or public administration, with two to three years of progressively responsible clerical/administrative experience. Possession of or ability to obtain OLETS certification.

WORKING CONDITIONS

Environmental Conditions:

Inside environment; sustained posture and intense attentiveness for prolonged periods. Irregular hours, night shift, weekend, and holiday work is required. Subject to being on-call at various times.

Physical Conditions:

Essential and marginal functions may require maintaining physical condition necessary for light lifting and sitting for prolonged periods of time.