



## COMMUNICATIONS SUPERVISOR

AGENCY/DEPARTMENT:  
Police/Communications

Approved By HR Director: *Linda Matthews*  
Date Approved: *9-15-06*  
Date of Last Revision:

Reports to: Operations Supervisor  
Supervises: Public Safety Dispatchers (all levels)

**JOB SUMMARY:** Under general supervision, supervises the day-to-day operations of the communications center during assigned shift, monitors staffing levels and dispatches resources as needed; receives, interprets and codes "911" information; and performs other related work as necessary.

**DISTINGUISHING CHARACTERISTICS:** This class is the working supervisor level in the Public Safety Dispatch series. It is distinguished from Operations Supervisor by the latter's responsibility for the overall management and administration of the Dispatch unit. Supervision is exercised over Public Safety Dispatchers (all levels) on assigned shift.

### EXAMPLES OF ESSENTIAL FUNCTIONS:

1. Supervises and directs the activities of staff including employee selection, work assignments, performance evaluations, employee development, disciplinary action, and complaint resolution.
2. Plans, coordinates and oversees activities of dispatchers and associated resources to maintain the highest level of efficiency.
3. Establishes schedules and methods for providing emergency dispatch services; identifies resource needs; reviews needs with appropriate management staff; allocates resources accordingly.
4. Recommends and assist in the implementation of objectives and procedures; implements approved policies and procedures.
5. Verifies the work of assigned employees in their area of work including emergency dispatching methods, procedures, and techniques.
6. Ensures that safety rules and regulations are observed.
7. Compiles data and prepares reports of emergencies, personnel and equipment dispatched, and their disposition; maintain various administrative logs and reports.
8. Participates in administering and updating Communications training programs; provides or coordinates staff training; works with employees to correct deficiencies.

### IN ADDITION TO SUPERVISORY DUTIES, THIS CLASS PERFORMS ALL DISPATCHER DUTIES, INCLUDING BUT NOT LIMITED TO:

9. Receives "911" calls of a general nature and callers for required information; gives requested or needed information to callers; routes calls; enters information into police and/or fire computer-aided dispatch (CAD) system.
10. Calms distressed citizens on the phone; evaluates, prioritizes and sequences incoming information and determines number and type of units to send to emergency; notifies other departments of needed support services; receives and screens routine and emergency calls to a police and/or fire communication systems.

11. Transmits routine and emergency information to mobile emergency units; notifies other departments of needed support services.
12. Dispatches police and/or fire personnel and equipment to the scenes of fires, police incidents, accidents, rescue operations, or other emergencies in accordance with established procedures; maintains radio contact with police and fire crews on assignments.
13. Coordinates emergency calls and relays requests, questions or information from personnel in the field to the Watch Commander or Battalion Chief; transmits all-point bulletins received by teletype or radio to all field units.
14. Operates a variety of dispatch equipment including computer-aided dispatch (CAD) system, automated telephone system and 800 MHz radio system.

**WHEN ASSIGNED TO SYSTEMS SUPPORT, DUTIES MAY INCLUDE BUT ARE NOT LIMITED TO:**

15. Updates and maintains CAD and/or geofile databases and interfaces.
16. Develops and generates systems reports and queries.
17. Maintains premise information including occupancy, pre-plan, and safety related data for Fire and Police agencies.
18. Works closely with IT to diagnose and troubleshoot systems problems.
19. Assists with the evaluation and implementation of new technologies for the Communications Division.
20. May perform some or all supervisory and dispatch duties described above.

<b>QUALIFICATION GUIDELINES:</b>
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***ANY COMBINATION OF EDUCATION AND/OR EXPERIENCE THAT PROVIDES THE REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES TO PERFORM THE ESSENTIAL FUNCTIONS OF THE POSITION. A TYPICAL COMBINATION INCLUDES:***

**EDUCATION:** High School diploma or recognized equivalent.

**EXPERIENCE:** Three years in public safety dispatching in a law enforcement agency.

**KNOWLEDGE OF:**

- Public safety communications operations procedures and disciplines, principles and procedures involving emergency service response.
- General law enforcement and police department procedures, operations, and policies.
- Principles and practices of supervision, training, and administration.
- Computer-Aided Dispatch (CAD) Systems and procedures.
- California Penal and Vehicle codes.
- Customer service procedures and techniques for dealing with the public.
- Record-keeping methods.
- Methods and techniques of evaluating situations to dispatch appropriate units.
- Proper operations and care of radio and telephone equipment.
- Telephone and radio courtesy.
- Proper English usage and grammar.

**ABILITY TO:**

- Type 35 words per minute with accuracy.
- Oversee dispatch operation assigned shift.
- Supervise, train and evaluate staff; plan and coordinate work assignments.
- Identify and recommend improvements in work methods and procedures to improve operational effectiveness.
- Interpret and apply applicable policies, procedures, laws, and regulations.

- Define objectives, set goals and priorities, and manage resources.
- Work efficiently under stress and exercise good judgment in emergency situations.
- Operate specialized dispatch equipment.
- Operate computer using relevant word processing, spreadsheet, and graphic software.
- Maintain and prepare or supervise preparation of accurate and complete records and reports.
- Interact and communicate effectively, both orally and in writing.
- Establish, maintain and foster positive, harmonious, and effective working relationships.
- Display appropriate leadership qualities and professional image.

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**LICENSES:**

- Valid Class C CA drivers license.
- Acceptable driving record at the time of appointment and throughout employment.

**CERTIFICATIONS:**

- P.O.S.T Public Safety Dispatcher Certificate.

**SPECIAL REQUIREMENTS:**

- Ability to work rotating shifts, weekends, mandatory overtime, and holidays.

**DESIRABLE:**

- One year of lead or supervisory experience.

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**FLSA Exemption Status:** Non-exempt

**Employee Unit:** # 5, Technical/Professional Services

**Job Family:** Non-sworn Police

**Class Progression:** Public Safety Dispatcher Trainee  
Public Safety Dispatcher  
Senior Public Safety Dispatcher  
Communications Supervisor  
Operations Supervisor