

## CITY OF LINCOLN

### PUBLIC SAFETY DISPATCH SUPERVISOR

*Class specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications **may not include** all duties performed by individuals within a classification. In addition, specifications are intended to outline the **minimum** qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.*

#### **DEFINITION:**

Under general direction, supervises, coordinates, plans, schedules, assigns and reviews the work of dispatchers, oversees the public safety dispatch operations within the Police Department; participates in the performance of both routine and complex public safety dispatching tasks; receives and transmits telephone and voice radio messages; and performs related work as required.

#### **DISTINGUISHING CHARACTERISTICS:**

The Public Safety Dispatch Supervisor is the supervisory level class responsible for administrative, supervisory, and technical duties in leading program level functions within the department. Employees in this class exercise direct supervision over dispatch staff and are responsible for providing training, work direction, review and evaluation to assigned public safety dispatchers. The work also includes performing the full range of emergency communications activities. This classification is distinguished from the next lower classification of Senior Public Safety Dispatcher by the complexity and scope of assigned duties and level of supervisory responsibilities.

#### **SUPERVISION RECEIVED/EXERCISED:**

Receives general direction from the Lieutenant or designee. Exercises direct and indirect supervision over assigned staff.

#### **ESSENTIAL FUNCTIONS:** (include but are not limited to the following)

*Management reserves the right to add, modify, change or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.*

- Plans, organizes, assigns, supervises and reviews the work of assigned staff in dispatch activities.
- Evaluates employee performance, counsels employees and effectively recommends initial disciplinary action.
- Prepares work schedules to provide for adequate coverage on all shifts.
- Reviews and approves overtime, vacation, sick leave and time cards.
- Participates in the selection of staff, trains staff in work and safety procedures and in the operation and use of equipment and supplies; implements procedures and standards. Authorizes additional training as needed.
- Establishes priorities and follows up to ensure coordination and completion of assigned work. Evaluates operations and activities of assigned responsibilities; recommend improvements and modifications.

- Assists staff with the resolution of complex and difficult situations related to the work and within the work group.
- Establishes and maintains record keeping systems; oversees and administers law enforcement records management and computer aided dispatch systems.
- Investigates and resolves or recommends action regarding service or personnel complaints related to communications activities; provides information to the public in accordance with established laws, codes, regulations and policies.
- Participates in the development of records and communications related goals, objectives, policies and procedures.
- Ensures compliance with State and Federal reporting mandates.
- Serves as liaison to other law enforcement agencies with regard to dispatch related inquiries.
- Department CLETS Coordinator/ACC, security point of contact.
- First line troubleshooting of equipment and software issues.
- Receives emergency calls from the public requesting police, fire or other emergency services including 9-1-1 calls; determines priority, and dispatches appropriate units in accordance with established procedures.
- Coordinates emergency calls and relays information and assistance requests involving other law enforcement agencies.
- Maintains contact with all units on assignment; maintains status and location of field units.
- Receives incoming telephone and voice radio calls for non-emergency assistance; provides information, answers questions, takes messages and refers calls to appropriate individuals.
- Enters, updates and retrieves information from teletype networks relating to wanted persons, stolen property, vehicle registration, stolen vehicles and other information.
- Responds to and resolves difficult and sensitive citizen inquiries and complaints including the preparation of necessary written documentation.
- Takes command responsibility over critical incidents affecting the facility and on-duty staff.
- Uses principles of good customer service. Represents the City of Lincoln in a courteous, professional manner.
- Assists in budget preparation and departmental purchases.
- Maintains records and files and may perform associated office support duties.
- Perform related duties as assigned.

**PHYSICAL, MENTAL AND ENVIRONMENTAL WORKING CONDITIONS:**

Position requires prolonged sitting, standing, walking, reaching, twisting, turning, kneeling, bending, squatting, and stooping in the performance of daily office activities. The position also requires grasping, repetitive hand movement, and fine coordination in preparing reports and retrieving and entering data using a computer keyboard. Additionally, the position requires near and far vision in reading work related documents and using the computer, and acute hearing is required when providing phone, dispatch and face to face service. The need to lift, drag, and push files, paper, and documents weighing up to 25 pounds also is required.

**QUALIFICATIONS:** (The following are minimal qualifications necessary for entry into the classification.)

**Education and/or Experience:**

Any combination of education and experience that has provided the knowledge, skills and abilities necessary for a Public Safety Dispatch Supervisor. A typical way of obtaining the required qualifications is the possess the equivalent of five (5) years of increasingly responsible experience as a Public Safety Dispatcher with a law enforcement agency including one (1) year of Dispatcher II, lead, or supervisory experience. Experience in other relevant job classes within the Lincoln Police Department may be substituted for the lead/supervisory experience as required above.

**License/Certificate:**

Possession of or ability to obtain a valid Class C California driver's license. Possession of a Dispatch Certificate from P.O.S.T.

**KNOWLEDGE/SKILLS/ABILITIES:** (The following are a representative sample of the KSA's necessary to perform essential duties of the position.)

**Knowledge of:**

General principles of public safety organization and administration; methods and techniques of supervision, training and motivation; principles and practice of public safety dispatch and report taking; rules and regulations of the Federal Communications Commissions, standard office procedures, practices and equipment, including a computer and applicable software; principles, practices and legal requirements of criminal records management and report generation; basic methods and techniques for budget preparation, supply inventory and payroll transactions; methods and techniques of scheduling work assignments; proper English, grammar and punctuation; occupational hazards and standard safety procedures.

**Ability to:**

Perform a variety of complex work with speed and accuracy; remain calm under emergency situations and think and act quickly with good judgment; learn to operate specialized law enforcement automated information and communication systems; work flexible hours including evenings, weekends and split shifts; learn basic Spanish speaking skills that allow for communication regarding addresses, locations, time descriptions, etc.; interpret, explain and apply applicable laws, codes and regulations; read, interpret and record data accurately; organize, prioritize and follow-up on work assignments; work independently and as part of a team; make sound decisions within established guidelines; follow written and oral directions; observe safety principles and work in a safe manner; communicate clearly and concisely, both orally and in writing; establish and maintain effective working relationships.

**Skill to:**

Operate an office computer and a variety of word processing and software applications; effectively operate specialized law enforcement automated information and communication systems; type accurately from clear copy at a rate of 35 words per minute.