

City of South San Francisco
Human Resources Department

Supervising Communications Dispatcher

Class Description

Definition

Under general supervision, performs dispatching duties as well as functions as working supervisors on assigned shifts; schedules staff, conducts employee evaluations, makes recommendations concerning personnel matters; and does related work as required.

Distinguishing Characteristics

The classification is distinguished from the next lower class of through its ongoing supervisory duties on an assigned shift. It is distinguished from the higher-level management classification in that the incumbent is responsible for all dispatching operations with attendant administrative functions. Depending on the shift assigned, work is performed independently or under general supervision.

Typical and Important Duties

1. Performs any of the duties set forth in the lower-level related dispatcher class specification.
2. Plans, organizes, and directs dispatching and related activities on an assigned shift; schedules and prioritizes work; observes work performed to ensure compliance with standards; approves time off; conducts employee evaluations; and provides effective recommendations on all personnel actions.
3. Trains or supervises the training of new dispatch staff; provides state-mandated training on relevant matters to other department staff, as necessary.
4. Oversees and performs work related to the warrant process.
5. Prepares and maintains training and procedure manuals.
6. As required, prepares special reports and undertakes projects which may involve presentation to department management.
7. Acts as division head in the absence of the manager.
8. Serves as a liaison with other departmental units as well as other City departments and law enforcement agencies.
9. Maintains various computer-aided dispatch files.
10. Performs related duties and responsibilities as assigned.

Job-related Qualifications

Knowledge of:

- Basic principles of supervision.
- Public safety communications systems and procedures.
- Laws and regulations governing communications activities.
- Organization and functions of law enforcement agencies in general.

Ability to:

- Effectively supervise dispatching and related activities.
- Acquire a thorough knowledge of division procedures and regulations, and of applicable departmental regulations, and City policies.
- Follow verbal and written instructions.
- Prepare accurate and concise reports.
- Communicate effectively in writing, orally, and with others to assimilate, understand, and convey information, in a manner consistent with job functions.
- Represent the City, the department, or the organizational unit effectively in contacts with representatives of other agencies, City departments, and the public.
- Establish and maintain cooperative relationships with those contacted in the course of the work.
- Take a proactive approach to customer service issues.
- Make process improvement changes to streamline procedures.
- Work in a safe manner, following City safety practices and procedures.
- Maintain confidentiality regarding sensitive information.

Skill in:

- Operating the computer aided dispatch system effectively.
- Entering and retrieving data from a computer with sufficient speed and accuracy to perform the assigned work.
- Typing at an acceptable level of speed and accuracy to perform the duties satisfactorily, which is 35 wpm.
- Performing numerous tasks properly and simultaneously with ease.

Experience and Training

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

Experience:

Two years of progressively more responsible experience as a public safety dispatcher. Additional education may be substituted for the one-year of the experience requirement on a year-for-year basis. Prior supervisory or lead experience is preferred.

Training:

Equivalent to graduation from high school.

Licenses and Certificates

All licenses and certificates must be maintained as a condition of employment.

- Possession of, or ability to obtain, a valid, appropriate California driver's license and a satisfactory driving record.

Special Requirements

Essential duties require the following physical skills and work environment:

Physical Skills:

Able to use standard office equipment, including a computer; mobility to work in a typical office setting to use standard office equipment; sit, stand, walk, kneel, crouch, stoop, squat, twist, and maintain sustained posture in a seated position for prolonged periods of time; vision to read printed materials and a computer screen; hearing and speech to communicate in person, over the telephone, and radio; lift and carry 35 pound boxes, files, and materials.

Work Environment:

Work in a standard dispatch center environment.

Ability to:

Travel to different sites and locations; drive safely to different sites and locations; maintain a safe driving record; handle public information emergency situations.

Additional Information:

- Approved: July 1995
- Revised Date: July 1997; September 2002, June 2003
- Former Titles: Supervising Communications Dispatcher
- Abolished:
- Bargaining Unit: AFSCME
- DOT: No
- Status: Classified/Non-exempt
- Job Code: A365