

## COUNTY OF SOLANO

### PUBLIC SAFETY DISPATCHER (SUPERVISING)

#### **DEFINITION**

Supervises activities of the Solano County Sheriff's Communications Center, overseeing the work of staff responsible for answering 911 calls and business lines and providing police, fire, and emergency medical dispatch services for rural areas of Solano County and the Cities of Dixon, Isleton, and Suisun City.

#### **CLASS CHARACTERISTICS**

This class is characterized by the responsibility to administer and supervise dispatch activities for law enforcement, fire service, and emergency medical services. Judgment is required both in interpreting established policies, goals, and objectives, and in applying concepts, plans, and strategies that may deviate from traditional methods and practices. Incumbents recommend policies and procedures consistent with the goals, objectives, directives, and regulations that are developed by management staff. Incumbents provide training and technical expertise to staff and coordinate unit activities with representatives of law enforcement, fire service, emergency medical service, and other departments/agencies.

#### **SUPERVISION RECEIVED AND EXERCISED**

Receives direction from the Emergency Services Manager.

Provides supervision to dispatch staff.

#### **EXAMPLES OF DUTIES** - *Duties may include but are not limited to the following:*

Supervises, directs, and evaluates assigned staff, processing employee concerns and problems, directing work, counseling, disciplining, and completing employee performance appraisals; coordinates daily work activities; organizes, prioritizes, and assigns work; monitors status of work in progress and inspects completed work; confers with assigned staff, assists with complex/problem situations, and provides technical expertise.

Ensures departmental compliance with all applicable laws, rules, regulations, standards, safety practices, policies, and procedures; initiates any actions necessary to correct deviations or violations.

Serves as system administrator for national and state criminal information computer systems (C.L.E.T.S) used to retrieve/update criminal information and motor vehicle/license records; adds/deletes authorized users; approves mnemonic requests; troubleshoots system problems; enters, removes, confirms, modifies, and/or updates entries and data as needed; enters and runs inquiries on data such as vehicle registrations, driver's license records, criminal histories, warrants, lost/stolen property, or missing/wanted persons; receives be-on-lookout (BOL) notices and

broadcasts/distributes as appropriate; sends or responds to confirmations on warrants, stolen vehicles, stolen tags, stolen vehicle parts, and stolen guns; types C.L.E.T.S. entries and processes C.L.E.T.S. transactions; verifies C.L.E.T.S. entries; ensures integrity/security of data and adherence to system requirements.

Supervises operation and maintenance of computer systems, communications equipment, and general office equipment; inspects and tests equipment for proper operations; troubleshoots computer problems; performs daily backups of computer data; clears paper jams and replaces paper, ink, or toner; coordinates service/repair activities as needed.

Maintains MSAG (street/address guide); adds/deletes information and approves changes as appropriate.

Performs administrative tasks; reviews and approves employee time sheets and leave requests; develops work schedules to ensure adequate coverage.

Develops and implements budget for area of assignment; monitors expenditures to ensure compliance with approved budget.

Processes and fills discovery requests and investigation requests to produce copies of audiotapes and CAD reports for court/review purposes.

Responds to complaints and questions related to unit operations; provides information, researches problems/complaints, and initiates problem resolution.

Compiles or monitors statistical data pertaining to unit operations; analyzes data and identifies trends; summarizes data and prepares/distributes reports.

Develops, updates, and implements departmental policies and procedures.

Supervises and participates in training of employees in procedures for dispatching, radio communications, notification of proper personnel, operation of communications equipment, documentation of calls, and related tasks; monitors and evaluates performance of dispatchers, and identifies areas needing improvement; updates training manuals.

Performs dispatch duties when needed; monitors/operates communications equipment, multi-telephone lines, and computers associated with police, fire, E-911, and emergency medical communications; receives, screens, processes, and monitors emergency 911 calls and non-emergency calls; works to calm upset callers; evaluates, categorizes, and prioritizes calls; determines nature of emergency and location of incident; dispatches law enforcement units, fire fighters, ambulances, air ambulances, wreckers, utility crews, animal control, or other agencies as appropriate; coordinates situations requiring mutual aid with other jurisdictions/agencies; maintains communications with all parties involved in emergency situations; obtains/provides criminal/driving background information as requested by authorized personnel; monitors radio traffic, weather service computer, security cameras, and alarm systems.

Supervises maintenance of logs and computer records of calls, work activities, and related information; enters radio traffic and call details into computer-aided dispatch (CAD) system; maintains daily logs of shift events/activities; maintains current maps, bulletins, telephone lists, directories, procedures, and other reference materials.

Prepares, receives, completes, processes, and maintains a variety of forms, reports, correspondence, logs, and records.

Maintains inventory of forms and supplies; ensures availability of adequate materials to conduct work activities; initiates orders for new/replacement items as needed; receives and replenishes supplies.

Attends meetings as needed; attends court proceedings to authenticate records or audiotapes.

Maintains current knowledge of applicable laws, regulations, policies, and procedures; maintains an awareness of new procedures, trends, and advances in the profession; reads professional literature; maintains professional affiliations; attends workshops and training sessions as appropriate.

## **JOB RELATED AND ESSENTIAL QUALIFICATIONS**

### **Knowledge of:**

Policies, procedures, and activities of the County and departmental practices as they pertain to the performance of duties; agency goals and purposes; terminology, principles, and methods utilized within the department.

Operational systems, practices, procedures, and methodologies associated with dispatching of emergency services.

Law enforcement terminology and radio code systems; law enforcement techniques and procedures as they relate to dispatch activities.

Operation of radio dispatching equipment, TTY system, audio recording equipment, telephones systems, and other equipment typically used in dispatch activities.

Emergency services in Solano County.

Techniques and effective methods of handling difficult public contacts.

Principles of employee supervision and personnel management, including training and disciplining of personnel.

Computers and software programs typically used in the position; automated record-keeping systems used in the criminal justice system; computerized data collection, retrieval, and analysis.

### **Skills to:**

Utilize basic office equipment, TTY, telephone systems, radio dispatch equipment, computers, and automated record-keeping systems.

Perform data entry accurately and with appropriate speed.

**Ability to:**

Comprehend, interpret, explain, and apply a variety of complex laws, regulations, policies, procedures, and other information related to emergency dispatch program operations.

Plan, organize, and supervise dispatch programs/services.

Develop and implement operational procedures.

Understand program objectives in relation to departmental goals and procedures.

Identify and analyze administrative problems and implement operational changes.

Dispatch law enforcement and emergency service personnel; interview people to discover information pertinent to the reported emergency situation; make referrals to local and regional providers of social, medical and/or other specialized services.

Read and interpret maps and street guides.

Recall detailed information.

Simultaneously monitor a variety of emergency situations.

Make decisions, project consequences of decisions, use independent judgment, and work with little direct supervision as situations warrant.

Determine the appropriate course of action in emergency or stressful situations.

Work under pressure.

Supervise the work of others engaged in dispatching activities; provide training in dispatch procedures; plan, supervise, instruct, train, and direct the work of subordinates; effectively delegate responsibility and authority; determine and evaluate levels of achievement and performance of others; secure cooperation and teamwork among professional and support staff; plan, organize, and prioritize daily assignments and work activities.

Collect and analyze data to identify, establish, and evaluate needs, draw logical conclusions and make appropriate recommendations.

Research procedures and/or technical reference materials; prepare narrative and statistical reports; maintain accurate records and document actions taken.

Monitor and/or operate multi-line telephones, radio equipment, intercoms, and alarm systems.

Communicate clearly and concisely, both orally and in writing.

Establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work, including those who have objectives counter to assigned role.

### **Experience and Education/Training**

#### **Experience:**

Four (4) years work experience involving progressively responsible public safety dispatching, radio communications, personal computer operations, training; and including at least one (1) year of dispatch experience with Solano County's Dispatch Unit. One year of experience providing technical and functional oversight over other dispatchers

#### **Education/Training:**

Vocational/technical training in public safety dispatching and radio communications.

### **SPECIAL REQUIREMENTS**

Possession and maintenance of valid California P.O.S.T. Dispatch certification is required.

Possession and maintenance of valid C.L.E.T.S. Terminal Operator or Terminal Agency Coordinator certification may be required.

### **SUPPLEMENTAL INFORMATION**

Candidates for positions in this class will be required to pass a background investigation in accordance with applicable law, regulation, and/or policy.

Incumbents must be willing to work rotating shifts, including weekends and/or holidays, and able to work in a closed/confining, stressful environment.

Positions allocated to this class may require bilingual skills.

### **ADA COMPLIANCE**

**Physical Ability:** Tasks involve the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or workstation.

**Sensory Requirements:** Requires the ability to recognize and identify similarities and differences between shade, degree or value of colors, shapes, sounds, forms, textures or physical appearance associated with job-related objects, materials, tasks or people. Requires acute auditory perception.

**Environmental Factors:** Requires the ability to work under conditions where exposure to environmental factors poses a limited risk of minor injury or illness.

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Director of Human Resources

**Established Date:** April, 1989

**Revised Date:** November 2002

**Revised Date:** May 23, 2003

**BOS Date:** June 30, 2003

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