



Grand Traverse County, MI Job Description

Dispatch Supervisor

GENERAL SUMMARY

Primary function of the job is to provide day-to-day supervision and administrative representation for central dispatch, while also performing duties of an Emergency Telecommunicator.

Employees must meet the minimum requirements, conditions of employment, and be able to successfully perform all essential duties and responsibilities with or without reasonable accommodations.

Central Dispatch is a 24-hour operation, and, therefore, this position may require irregular hours. May also be required to work on-call in an emergency.

PRIMARY DUTIES AND RESPONSIBILITIES (may include but are not limited to the following)

- Acts as first line supervisor for designated dispatch staff, including hiring, training, overseeing work, participating in disciplinary decisions and actions, and establishing and evaluating appropriate performance standards in accordance with Central Dispatch objectives.
- Monitors and validates the accuracy of entries into the LEIN system, including filing and maintaining paperwork associated with LEIN entries.
- Takes emergency and non-emergency requests for assistance, dispatching appropriate unit, and maintaining contact with responding units to gather and supply information.
- Provides emergency medical instructions via communication equipment, verbatim, per a prescribed format.
- Monitors police traffic interacting with citizens, witnesses, suspects, and/or other applicable parties to assist in the safety of personnel and gather and report on information.
- Maintains on-going communications and coordination of activities between Central Dispatch and all areas of public safety and other County agencies.
- Monitors the operations of applicable public safety equipment, ensuring equipment is properly maintained to ensure the effectiveness of Center operations.
- May perform other support staff functions as requested.

EDUCATION, FORMAL TRAINING, AND EXPERIENCE (minimum requirements)

- High School Diploma or G.E.D. supplemented by advanced college coursework in data processing or related field.
- Two to four years of directly related experience.
- A combination of education and experience may substitute if there is demonstrated knowledge, ability, and skills to perform the work.

CERTIFICATIONS, LICENSES

Must be able to pass the NENA (National Emergency Number Association) Hearing Standards for Public Safety Telecommunicators, as outlined in Document 54-002 and dated June 10, 2006

CONDITIONS OF EMPLOYMENT (minimum requirements - legal or contractual pre-employment obligations and/or requirements, such as drug testing, background check, etc.)

A background check may be required initially and periodically for an individual hired, transferred, reclassified, promoted, or currently working in this job. Appointment to or continued employment in this job is contingent upon a satisfactory background check which may include but is not limited to: confirmation of a persons' identity; review of criminal conviction records; verification of educational degree, license, or certificate required for the position; review of Department of Motor Vehicles records; Department of Justice fingerprint scan; and/or drug and alcohol testing as required and allowable by law. A satisfactory background check is defined as the absence of a criminal history record which bears a demonstrable relationship to the applicant's or employee's suitability to perform the required duties and responsibilities of the position

DISTINGUISHING CHARACTERISTICS

Work involves evaluating the relevance and importance of theories, concepts, and principles to develop different approaches or tactical plans to fit specific circumstances where guidelines may not exist but are flexible and open to considerable interpretation. Analytic skills are needed to interpret and apply guidelines. Errors at this level could lead to the loss of life or major harm or life impairment.

- Compared to an Emergency Telecommunicator, has supervisory responsibilities over staff

PHYSICAL DEMANDS, WORK ENVIRONMENT, AND OTHER REQUIREMENTS

- Work is performed in an office environment
- May be required to reach with hands and arms; sit; stand; talk and hear; use hands to finger, handle, or feel
- May be required to lift/move up to 50 pounds (such as a box of paper)
- Incumbent serves in an "on-call" capacity.
- Must be able to work all shifts, weekends, and holidays for this 24-hour operation and be able to work mandatory overtime.

KNOWLEDGE, SKILLS, ABILITIES, COMPETENCIES (minimum requirements)

- Proficiency in English grammar, spelling, punctuation, and simple mathematical functions such as addition, subtraction, multiplication, division, percentages, ratios, etc.
- Advanced knowledge related to the department or function, and general County operation and organization
- Ability to detect errors, determine causes, and make corrections as appropriate
- Proficient in the use of modern communications equipment, including multi-line phones, radios, and other dispatch equipment
- Skill in operation of modern office equipment such as personal computer, facsimile, copiers, scanners, and telephones
- Skill in use of personal computer software, including advanced spreadsheet development and word processing
- Interpersonal skills necessary to develop and maintain effective and appropriate working relationships with customers, co-workers, and representatives of other agencies.
- Knowledge of basic supervisory and employee management principles.
- Knowledge of applicable employee rights, protections, and avenues of appeal
- Knowledge of applicable policies and procedures governing the hiring, employment, and separation of employees
- Skill in assigning, prioritizing, monitoring, and reviewing work assignments
- Skill in mentoring and training employees with varying educational backgrounds and aptitudes
- Skill in anticipating potential personnel issues and taking appropriate action
- Ability to understand managerial policies and prioritize the needs of the unit. Ability to remain calm in stressful situations and to manipulate calls when necessary to gain essential information
- Ability to comprehend, process and apply both verbal and written skills appropriate to the job
- Skilled in researching and resolving complex problems to ensure compliance
- Ability to consistently demonstrate sound ethics and judgment
- Ability to think analytically and apply sound judgment, solve problems, make effective decisions, and act with integrity
- Ability to maintain the confidentiality of information and professional boundaries
- Ability to use County resources effectively and efficiently