

**CITY OF STUART
JOB DESCRIPTION**

Title: Police Dispatch Supervisor
Department: Police
Job Code: 5055
Grade: D10
Exempt Status: Non-Exempt

CHARACTERISTICS OF THE CLASS

Under the general supervision of a Police Lieutenant, this civilian position exercises first line supervision of police dispatchers. Incumbent is responsible for overseeing the receipt and routing of information to the proper persons, operating department equipment including telephones, radios and computer systems in accordance with established policy and procedures, and diversified clerical duties. Incumbent ensures department is in compliance with national and state law enforcement telecommunications system policies and serves as liaison between the department and agencies overseeing law enforcement telecommunications systems. The incumbent must be able to work a flexible schedule, extended hours and overtime as necessary. Work is reviewed through observation and daily written reports.

EXAMPLES OF ESSENTIAL FUNCTIONS

1. Assigns, oversees and evaluates the work of subordinates.
2. Performs the work of subordinate dispatchers when required.
3. Researches, develops and provides training programs, materials, schedules and tests for subordinates; ensures appropriate personnel are certified to access regulated databases in accordance with state policies.
4. Conducts inspections of personnel, facilities, and equipment within area of responsibility.
5. Serves as liaison to the Florida Crime Information Center (FCIC) in matters involving national and state law enforcement telecommunications systems ensuring department is in compliance.

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6. Receives and attempts to resolve citizens' complaints concerning subordinates and/or services; provides and documents counseling to subordinates concerning their behavior, work progress and attitude; follows established disciplinary procedures as appropriate.
7. Reports immediately to superior matters of serious importance or concern.
8. Provides for the correct and timely completion of all administrative matters concerning members of his/her command.
9. Identifies operational and administrative deficiencies and implements change or submits written or oral recommendations that are commensurate with the supervisor's authority.
10. Coordinates unit activities with those of other units, departments and agencies.
11. Prepares written reports, forms, and other paperwork as required.
12. Assists in divisional planning, coordinating and budgeting in both the planning and implementation stages.
13. Assists with other departmental duties as required.

NOTE: The examples of essential functions as listed in this classification specification are not necessarily descriptive of any one position in the class. The omission of an essential function of work does not preclude management from assigning duties not listed herein if such functions are a logical assignment to the position.

REQUIREMENTS

A. Training and Experience:

High School Diploma or GED, prefer five years of previous dispatcher experience with a recognized emergency operations organization, and State certification as a Full-Access FCIC II operator. Requires successful completion of state approved course for Terminal Agency Coordinator (TAC) with required recertifications; complete minimum forty (40)

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hours accumulated job related training at own incentive (Public Relations, Communication Skills, Stress Resolution, First Aid, etc.) When mandated by the state of Florida, must be state certified or successfully complete state certification within 6 months. Position is obtained from a competitive process.

Must maintain a valid Florida Driver's License as required for the position.

B. Knowledge, Abilities and Skills:

Knowledge of supervisory principles and practices.

Knowledge of current Terminal Agency Coordinator responsibilities as published by Florida Crime Information Center.

Knowledge of City and department practices, policies, procedures and operations.

Knowledge of city street and zone locations.

Knowledge of National Crime Information Center and Florida Crime Information Center policies.

Ability to analyze complex situations and adopt reasonable courses of action.

Ability to supervise subordinates in a manner conducive to full performance and high morale.

Ability to learn and adapt to changing technologies and practices.

Ability to utilize modern office equipment and computer information systems, related software programs and accurately process data while adhering to deadlines.

Ability to use discretion in making prompt and independent decisions within scope of authority and in accordance with City and department rules, regulations and practices.

Ability to develop and maintain effective working relationships with superiors, employees, members of law enforcement and the public.

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Ability to follow oral and written instructions and to speak clearly and concisely when providing information.

Ability to maintain composure in an emergency and to analyze situations, quickly and objectively.

Ability to work shift work.

Ability to work overtime as required, extended shifts, and flexible schedules including days, nights, weekends and holidays.

C. Physical Environment:

Task involves some physical effort, i.e. standing, walking, bending, stretching, pushing, pulling;; light to moderate lifting (25 plus pounds); standard dexterity in the use of fingers, limbs or body in the operation of shop or office equipment. Task may involve extended periods of time at a keyboard.

D. Environmental Requirements:

Task is regularly performed without exposure to adverse environmental conditions; tasks are performed regularly confined office space.

E. Sensory Requirements:

Task requires sound perception and discrimination.
Task requires visual perception and discrimination.
Task requires oral communications ability.
Task requires depth perception and discrimination.
Task requires color perception and discrimination.

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Approved: _____ Date: _____
Human Resources Director

Approved: _____ Date: _____
Police Chief

Received by: _____ Date: _____
Employee