

PUBLIC SAFETY COMMUNICATIONS SUPERVISOR

DEFINITION

Under general supervision, to plan, supervise, train, and evaluate Public Safety Dispatchers; to perform Public Safety Dispatcher duties as required; to serve as a Public Safety Answering Point for the 911 System; to receive and dispatch law enforcement, emergency medical, and other public safety personnel and equipment, responding to routine and emergency radio and telephone communications; to maintain field communications during incidents; to perform general office support assignments; to organize and maintain records for communications purchasing and repairs and provide input and recommendations related to such; and to do related work as required. Serves as Disaster Service Worker. FLSA Status: Non-Exempt. Bargaining Group: Atwater Police Officers' Association (APOA).

DISTINGUISHING CHARACTERISTICS

This is the supervisory level civilian law enforcement classification in the Public Safety Dispatcher class series. This classification is distinguished from the next lower classification of Public Safety Dispatcher in that incumbents are expected to utilize a significant degree of technical skill and independent judgment to develop, maintain, and successfully perform in a community oriented, problem-solving approach to policing.

REPORTS TO

Police Lieutenant, or as assigned.

CLASSIFICATIONS SUPERVISED

Public Safety Dispatcher, or as assigned.

ESSENTIAL FUNCTIONS

Duties may include, but are not limited to the following:

- Reliable and dependable attendance and punctuality.
- Coordinates and schedules Public Safety Dispatcher personnel for the most effective utilization of available personnel.
- Supervises, guides, trains, leads, and evaluates all Public Safety Dispatcher personnel.
- Supervises 911 operations, Computer Aided Dispatch (CAD), California Law Enforcement Telecommunications System (CLETS), and public safety computer functions as they relate to the Dispatch Center.
- Accepts complaints of subordinate behavior, disciplinary problems, and other personnel issues in accordance with established policies and procedures.
- Attend, participate in, and/or conduct disciplinary meetings or counseling sessions up to, and including written reprimands.
- Monitors work activities to ensure safe work practices, work quality, accuracy, and confidentiality.

- Acts as liaison officer with other departments, law enforcement agencies, and cities; evaluates and assists in the professional development of assigned staff.
- Coordinates and implements mobile emergency communications resources and Equipment as needed.
- Assures coverage of any vacant dispatch positions due to sickness, vacation, or other absences.
- Participates in training and updating programs; and prepares and updates policies and procedures as required.
- Work closely and cooperatively with the Police Chief and Lieutenant to maintain service excellence and actively seek to improve all phases of dispatch operations.
- Perform related duties as assigned.

Knowledge of:

- Municipal services operations with particular emphasis on police and fire services.
- Public safety communications systems and organization, procedures, and practices.
- Standard office procedures and methods, including filing and the operation of common office equipment.
- Basic law enforcement terminology and concepts.
- Laws, codes, and regulations related to transmission/reception of public safety communications.
- Public relations methods and techniques.
- Telephone communications techniques for dealing with a varied group of people, particularly in emergency situations.
- Principles and practices of supervision, training, and personnel administration.
- CLETS and National Crime Information Center (NCIC) computer systems, with the ability to train assigned staff and co-workers in their use.
- Federal Communications commission rules and regulations as they pertain to emergency communications, and the ability to train Public Safety Dispatchers and co-workers in their policies and procedures.
- The general geography of the City of Atwater.
- Policies, procedures, and functions of the Atwater Police Department.

Ability to:

- Operate radio and telephone equipment, following departmental regulations.
- Use a keyboard and computer to enter and extract a variety of data and information.
- Quickly learn the policies, procedures, and performance standards pertaining to work.
- Obtain information from hostile or traumatized individuals in emergency situations.
- Think and act quickly in emergencies and evaluate situations and people accurately.
- Be in constant communication on the radio with police officers and on the telephone with citizens requesting police service.
- Understand the police radio code system and listen and write and/or type at the same time.
- Learn to perform various law enforcement support work.

- Work with and control sensitive and confidential information.
- Communicate effectively, both orally and in writing.
- Deal tactfully and courteously with the public and other staff.
- Apply principles of conflict resolution.
- Effectively train subordinates.
- Support and implement the decisions of Command Staff.
- Meet state standards for accessing criminal history information as determined by a comprehensive background and psychological examination.
- Work under pressure on multiple tasks simultaneously, while maintaining attention to detail.
- Work various hours, rotating shifts, weekends, holidays, and be available for call back as needed.
- Remain in control in difficult situations, use proper judgment, and make appropriate decisions in stressful and non-stressful situations.
- Effectively delegate assignments to all communications personnel.
- Maintain accurate records, preparing clear and concise reports and materials.
- Perform in a manner which reflects the City and Police Department mission, values, and goals.
- Type at a net speed of a minimum of 40 words per minute.
- Read, analyze, and interpret laws, codes, rules, and regulations.
- Establish and maintain effective relationships with those contacted in the course of work.

TYPICAL PHYSICAL REQUIREMENTS

Sit for extended periods, generally up to three hours; normal manual dexterity and eye-hand coordination; lift and move objects weighing up to 25 lbs.; corrected hearing and vision to normal range; verbal communication; use of office equipment including computer, telephone, calculator, copiers, and FAX, as well as radio communication and dispatching equipment.

TYPICAL WORKING CONDITIONS

Work is performed in an office environment; continuous contact with other staff and the public.

MINIMUM QUALIFICATIONS

- Equivalent to the completion of the twelfth grade.
- Possession of a valid California driver's license.
- Peace Officer Standards and Training (POST) Basic Dispatcher Certificate.
- Five (5) years of work experience as a Public Safety Dispatcher in a County or Municipal Law Enforcement Agency.

DESIRABLE QUALIFICATIONS

- Experience in a training or supervisory capacity.

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