



West Cities Police Communications Center Joint Powers Authority

CLASS SPECIFICATION

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Dispatch Manager

DEFINITION

Performs responsible manager and administrative work assisting in planning, developing, coordinating, and directing the operations, activities, and other functions of the communications center.

POSITION

This is a middle management position and is exempt from overtime provisions under the Fair Labor and Standards Act.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Police Communications Director and exercises direct management over Lead Police Dispatchers and subordinate personnel.

EXAMPLE OF DUTIES- Duties may include but are not limited to, the following:

- Organize, coordinate, and manage the police dispatch operations
- Schedules, plans, and directs the work of personnel engaged in the receiving and transmitting of routine and emergency messages via teletype, radio, telephone, alarm systems, and related communications equipment, including dispatch of police personnel and equipment
- Develop and implement employee in-service training activities
- Prepare and administer employee performance evaluations
- Develop and implement performance guidelines
- Participates in the selection, placement, and promotion of communications personnel
- Prepare and establish policies and procedures for compliance with State and Federal communications laws and local ordinances and monitor implementation by staff
- Analyze and evaluate the effectiveness of existing work procedures, methods, and equipment utilized and recommend appropriate changes
- Submit recommended budgetary operating expenses for personnel and equipment expenditures for dispatch operations

- Provides technical assistance in the planning, repairing, and purchasing of communications equipment
- Maintain effective public relations and respond to public inquiries and assure effective response and procedures are followed by subordinate personnel
- Respond to technical questions governing communications practices for testimony purposes and comply with related State and Federal mandates and local ordinances
- Review activity records and prepare various statistical activity reports pertaining to dispatch calls or equipment maintenance logs
- Prepare and review various police records, correspondence, and reports
- Attend meetings and training for professional development and meet with local contract agencies, state, and federal officials to assist in maintaining effective and appropriate service levels and coordinating emergency communications plans
- May be called upon to act in the absence of the Police Communications Director
- Perform related duties and responsibilities as required

QUALIFICATIONS- Any combination of experience, education and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities is as follows:

Knowledge of: Automated police communications and information records system (with basic understanding of repair and maintenance), including dispatching principles and emergency practices; civil defense programs and procedures; municipal administrative and departmental organization and operation; Federal Communications Commission Rules governing police radio transmission; Federal privacy laws and Federal and State Penal Codes governing the transmission and release of criminal information; rules of the Uniform Crime Reporting (UCR) procedures; personnel supervisor principles, practices, and procedures; effective public relations and conflict resolution; personnel rules and regulations and operational policies and procedures of the communications center; and, budgetary practices and procedures.

Ability to: Organize, schedule, assign, coordinate and manage the work of police dispatch personnel, and the work of other assigned personnel; train and instruct others in the operations of communications equipment; correctly interpret and apply personnel rules and regulations and operating policies and procedures; adhere to State and Federal laws; analyze and solve work-related problems; develop training policies and procedures for dispatch personnel; prepare clear, concise, and comprehensive reports, written orders, and develop policies and procedures; recommend and monitor budgetary expenditures; establish and maintain effective work relationships with those encountered in the performance of duties; operate a computer terminal and telecommunications

console to receive, record, and transfer calls and dispatch information; and, operate a calculator to verify time records.

Experience: Five (5) or more full-time years of currently progressively responsible public safety communications work, of which includes at least two (2) full-time years in a lead or supervisory capacity.

Education: Equivalent to completion of High School, supplemented by additional training or Peace Officers Standards and Training (P.O.S.T.) course work in public safety communications practices and basic personnel supervision. A Bachelor's degree in a related field is highly desirable.

WORK ENVIRONMENT

Physical and Special Requirements: Sit and lean forward to prepare and review records, statistical reports, procedural manuals, and other police records. Operate a computer terminal to access, retrieve, and enter records and reports; reach above or below shoulder level to retrieve records, reports from files, shelves, and storage areas, and must operate telecommunications, radio, and alarm equipment; work is performed indoors in a controlled office environment. The employee may be required to work flexible work hours, including weekend assignments. Frequent interfaces occur with subordinates and police personnel to discuss service calls, response codes, and procedural questions. Public interfaces are typically associated with problem calls and complaints. The employee may operate a motor vehicle to attend job related professional meetings and training. Possession of a valid Class C California driver's license and an acceptable driving record is required to perform this activity.

FLSA DESIGNATION

Exempt

Note: The above statements are intended to describe the general nature and level of work being performed by persons assigned to this job. They are not intended to be an exhaustive list of all duties, responsibilities and skills required of personnel so classified. All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.

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