Position Title: Dispatcher Supervisor

Date: March 25, 2003

Reports to: Chief Civil Deputy

Department: San Juan County Sheriff

FLSA Status: Nonexempt

Positions Supervised: Dispatchers (7 FTE)

**BASIC FUNCTION:** Directs and supervises the Communications Dispatch Center including staffing, contract maintenance and records. Oversees center operations and acts as systems coordinator of the Spillman Computerized Dispatching and Law Enforcement Records System. Performs all the functions of the Dispatcher classification. Prioritizes emergency situations, and works independently with little direction. Works under pressure in extremely stressful conditions handling possible life-threatening situations. Responsible for quality control of Communications Dispatch Center. Oversees training and certification for dispatch personnel. Makes recommendations to Sheriff of new hires and discharge of employees. Conducts employee evaluations, audits, reviews and monitors tapes and reports, monitors the communications section to ensure procedures and guidelines are being followed, and prepares statistical reports monthly, quarterly and annually as directed.

**MINIMUM QUALIFICATIONS:** High School diploma or GED, and Three years experience as a dispatcher in a law enforcement/emergency services agency, equivalent to the Dispatcher classification; or any combination of education and experience which demonstrates the ability to perform the essential functions of the position. Must have valid Emergency Medical Dispatch Certification, ACCESS Level II Certification, and Basic Dispatcher Certification through the Criminal Justice Training Commission. Must successfully complete the Spillman Technology Systems Administration certification program.

**PRINCIPAL DUTIES - Asterisk designates essential function:**

*1. Provides supervision and direction to seven full time employees in the communication section; conducts employee annual evaluations, supervises training and certification of employees. Assists in interviewing new personnel for hire. Makes employment and discharge recommendations.

*2. Responsible for staffing and scheduling of the Dispatch Center. Monitors and approves all overtime and time off requests.

*3. Review and evaluate job performance. Conducts routine audit and review of all communications tapes and logs.

*4. Coordinates dispatch activity to ensure conformance with other local, state, and national agencies’ protocol. Prepares reports required by Local, State, and National Agencies.

*5. Compiles statistics as required by the Sheriff’s office.

*6. Coordinates with Spillman Technology in software applications and hardware operations of the Spillman database. Performs system maintenance and security,
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implements system modules and coordinates systems issues within the law and justice community, fire and EMS system.

7. Ensures that incoming complaints and/or compliments, and requests for service are handled in a timely manner.

8. Works in conjunction with Chief Civil Deputy in preparation of annual contracts, budget and revenue.

9. Performs all other related duties assigned by the administration.

PHYSICAL AND MENTAL REQUIREMENTS: Requires sitting for long periods of time, some bending, occasional lifting of objects weighing up to 10 pounds and infrequent lifting or moving of more than 20 pounds. This position requires the ability to hear and understand verbal communication, speak clearly and distinctly, and visual acuity at 12 feet or less. The employee must be able to receive and understand written and oral communication, and relay that information by written and/or oral instruction.

EQUIPMENT REQUIREMENTS:

<table>
<thead>
<tr>
<th>Equipment/Tool</th>
<th>No. of Hours</th>
<th>Frequency of use</th>
</tr>
</thead>
<tbody>
<tr>
<td>Maps/Reference Manuals</td>
<td>.3</td>
<td>x</td>
</tr>
<tr>
<td>Video camera (monitoring)</td>
<td>9</td>
<td>x</td>
</tr>
<tr>
<td>Radio Transmit/Receive</td>
<td>9</td>
<td>x</td>
</tr>
<tr>
<td>Telephone</td>
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<td>x</td>
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<tr>
<td>Copy machine</td>
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<td>x</td>
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<td>Fax</td>
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<td>x</td>
</tr>
<tr>
<td>Computer</td>
<td>9</td>
<td>x</td>
</tr>
<tr>
<td>Typewriter</td>
<td>.2</td>
<td>x</td>
</tr>
</tbody>
</table>

WORKING CONDITIONS: Normal air conditioned office. Must work various shifts and complete work with many interruptions in an emergency center environment which operates 7 days a week, 24 hours per day. Remains in the center during the entire shift and periodically works weekends, holidays, and overtime.