

Code: 3526

Title: SHERIFF'S 9-1-1/DISPATCH SUPERVISOR

SUMMARY: Under direction; performs work of moderate difficulty in the supervision of and participation in the operation of law enforcement communications; and performs related work as required.

DUTIES/RESPONSIBILITIES: (Work assignments may vary depending on the department's needs and will be communicated to the applicant or incumbent by the supervisor.)

Supervises, coordinates and evaluates the work of designated staff for an assigned shift;
Monitors and supervises the reception and transmission of radio calls from law enforcement and non-law enforcement field units;
Monitors emergency and non-emergency telephone calls from the public, other law enforcement and governmental agencies and the media;
Provides on-the-job training for emergency dispatcher trainees;
Assumes responsibility for and handles complex telephone and radio calls;
Checks computer entries to insure accuracy;
Makes recommendations regarding communication procedures and services;
Performs dispatcher duties in emergencies or during periods of heavy communications workload;
Prepares oral and written reports concerning the performance of communications systems;
Reviews and prepares other reports;
Processes initial media inquiries on public safety activities;
Develops training materials and conducts and evaluates classroom training for emergency dispatchers and other law enforcement staff;
May perform duties of manager in manager's absence;
May be required to conduct searches on in-custody arrestees or inmates;
May be required to perform transcription as needed.

KNOWLEDGE & SKILLS:

Knowledge of:

- the operation of law enforcement tele-communications equipment including radio, telephone and computer terminals;
- State and local laws and ordinances as they pertain to emergency dispatching;
- law enforcement terminology and procedures;
- department rules and regulations as they pertain to communications operations;
- the rules and regulations of the Federal Communications Commission covering the operation of radio receivers and transmitters;
- the principles of and practices of effective supervision;
- the geography of Pima County;
- the principles of adult learning;
- basic mathematics and the English language, spelling and word usage.

Skill in:

- operating law enforcement communications equipment including radio, telephone and computer terminals;
- communicating effectively, both orally and in writing;
- determining priorities and handling situations firmly, courteously, tactfully and impartially;
- recognizing and dealing with the symptoms of stress in others;
supervising, training and evaluating the performance of others.

MINIMUM QUALIFICATIONS:

EITHER:

(1) Three years of experience as a dispatcher in receiving and dispatching law enforcement emergency and non-emergency calls.

OR:

(2) Two years of experience with Pima County as an Emergency Dispatcher, Public Safety Tele-Communicator or Sheriff's 9-1-1 Dispatcher.

OTHER REQUIREMENTS:

Physical/Sensory Requirements: Physical and sensory abilities will be determined by position.

This class specification is intended to indicate the basic nature of positions allocated to the class and examples of typical duties that may be assigned. It does not imply that all positions within the class perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned.

Pima County

Revised 06/25/95
Updated 11/14/05(fn)