

CITY OF TAFT

CLASS TITLE: SUPERVISING DISPATCHER/MATRON

Salary Range 41.0

BASIC FUNCTIONS

\$1,737.53-\$2,111.98 Bi-weekly

This is a supervisory level civilian law enforcement classification. Principal duties include supervising, training and evaluating Police Dispatchers/Matrons and performing Police/Matron duties as required. The incumbent will also be responsible for organizing, and maintaining a variety of records and performing a variety of other related duties as assigned.

REPORTS TO:

Police Lieutenant

SUPERVISES:

Dispatcher/Matron

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Schedule Dispatch personnel for the most effective utilization of available personnel.
- Supervise, train and evaluate all Dispatch personnel.
- Prepare and analyze administrative reports as required.
- Supervise 911 operations, Computer Aided Dispatch (CAD), California Law Enforcement Telecommunications System (CLETS), National Crime Information Center (NCIC) and public safety computer functions as they relate to the Dispatch Center.
- Act as a liaison officer with other departments, law enforcement agencies and cities. Monitor station and communications security and surveillance.
- Schedule communications equipment maintenance.
- Obtain information from hostile or traumatized individuals in emergency situations.
- Inventory and order supplies.
- Evaluate and assist in the professional development of assigned staff.
- Perform all related duties of a Police Dispatcher/Matron as required.
- Communicate verbally in a clear and effective manner.
- Participate in training and updating programs, and prepare and update policies and procedures as required.
- Maintain accurate records and prepare clear and concise reports and materials.

Knowledge of:

- Public safety communication systems and organizations, procedures and practices.
- Standard office procedures and methods, including filing and the operation of common office equipment.
- Basic law enforcement terminology and concepts.
- Telephone communications techniques for dealing with varied groups of people particularly in emergency situations.
- Principles and practices of supervision, training and personnel administration.

- California Law Enforcement Telecommunications System (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.

Ability to:

- Operate radio and telephone equipment, following departmental and F.C.C. regulations.
- 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 or fire service.
- Understand the police radio code system and to listen and write and/or type at the same time.
- Learn to operate automated police information systems.
- Learn to perform various law enforcement support work.
- Resolve conflict.
- Effectively train subordinates.
- Support and implement the decisions of Command Staff.
- Work under pressure on several tasks and analyze and adapt to new situations.
- Remain in control in difficult situations, use proper judgment and make appropriate decisions in stressful and non-stressful situations.
- Effectively delegate assignments to all communicators, as appropriate.
- Establish and maintain effective working relationships with those contacted in the course of the work.
- Perform in a manner which reflects the City and Police Department mission, values and goals.
- Use of common office software including Microsoft Office and applicable specialized law enforcement software.
- Operate a computer keyboard at sufficient speed and with sufficient accuracy (40 net words per minute) to enter data into an on-line computer system.
- Handling multiple activities simultaneously while maintaining attention to detail.

MINIMUM QUALIFICATION REQUIREMENTS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.

Education & Experience:

Education equivalent to completion of two years of college with major work in police services, business, public administration, or a related field

and

Four (4) years of full time experience as a Public Safety Dispatcher. Supervisory experience desirable. Additional qualifying experience may substitute for the education requirement on a year for year basis.

Licenses & Certificates:

Possess a P.O.S.T. Basic Dispatch Certificate and a Communication Training Officer Certificate.

Possess and maintain a valid California Class C driver's license.

Other Requirements:

Must be able to meet state standards for accessing criminal history information as determined by a comprehensive background and psychological examination.

Successfully complete a Peace Officer Standards and Training (POST) Certified Civilian Supervisor Course within one year of date of hire.

Must be willing to work various hours, rotating shifts, weekends and holidays, and be available for callback.

PHYSICAL DEMANDS:

Physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to talk or hear. Employee frequently is required to sit, stand, walk, use hands and fingers to handle or feel objects, tools, or controls; reach with hands and arms; climb or balance; stoop, kneel, or crouch.

Employee must occasionally lift and/or move up to 20 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, and depth perception, the ability to adjust focus.