



JOB DESCRIPTION

JOB TITLE:	Public Safety Dispatch Manager	FLSA:	Exempt
DEPARTMENT:	Sheriff	GRADE:	M2
REPORTS TO:	Sheriff	DATE:	10/06/2016

SUMMARY OF JOB PURPOSE:

Responsible for supervising staff and operations of the County's dispatch center; ensures compliance with policies, procedures, and standards to enable the safety of all public safety responders and the public.

ESSENTIAL FUNCTIONS:

This class specification lists the major duties and requirements of the job and is not all-inclusive. Incumbent(s) may be expected to perform job-related duties other than those contained in this document and may be required to have specific job-related knowledge and skills.

- Manages the activities of assigned staff; coordinates, prioritizes and assigns tasks and projects; tracks and reviews work progress and activities; participates in the recruitment and selection of staff; undertakes disciplinary action as required; conducts performance evaluations; coordinates scheduling of staff to ensure proper operational coverage.
- Develops, implements and manages work rules and performance standards; develop plans for achieving program objectives and operational goals; develops short- and long-term plans; develops and implements project management systems.
- Directs operations; resolves operational issues; ensures compliance with regulations; trains staff as required and provides operational and public safety related reporting.
- Ensures that all equipment and systems are operating and functioning within defined parameters and regulatory requirements; maintains and updates systems and troubleshoots equipment and applications to identify operational problems and issues; reports and oversees technical repairs.
- Serves as Terminal Agency Coordinator (TAC) for NCIC/NCJIS/NLETS. Ensure proper internal written procedures are developed and training provided. Conduct internal audits to ensure compliance. Comply with all state and federal audit requirements.
- Provides 9-1-1 MSAG coordination to ensure proper data input for appropriate public safety response.
- Oversees the preparation and justification of departmental budget(s) based on staffing, resource requirements and plans, goals and objectives; controls expenditures within delegated authority and ensures adherence within approved budget allocations.
- Maintains knowledge of related technology, equipment, operational trends and innovations; participates in training, conferences and seminars as approved; coordinates with County IT department on new equipment recommendations and required maintenance, repair, or replacement to ensure optimal performance.
- Conducts investigations of citizen and interdepartmental complaints and implements proper resolution to any issues that may arise; provides information, instructions and assistance to the public.

This job description indicates, in general, the nature and levels of work, knowledge, skills, abilities and other essential functions (as covered under the Americans with Disabilities Act) expected of the incumbent. It is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities required of the incumbent. Incumbent may be asked to perform other duties as required.



PUBLIC SAFETY DISPATCH MANAGER

ESSENTIAL FUNCTIONS: (continued)

- Contributes to the efficiency and effectiveness of the unit's service to its customers by offering suggestions and directing or participating as an active member of a work team.
- Represents the County with dignity, integrity, and a spirit of cooperation in all relationships with staff and the public.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

Education and Experience:

High School diploma/GED; AND five (5) years of public safety dispatch experience, two (2) years of which were in a supervisory role; OR an equivalent combination of education, training and experience.

Required Knowledge and Skills

Knowledge of:

- Principles and practices of employee supervision.
- Practices of developing teams, motivating employees and maintaining employee morale.
- Radio-telephone operations and procedures.
- Procedures used in operating Computer Aided Dispatch and 9-1-1 systems.
- Policies and procedures of receiving and processing emergency calls.
- Computer systems/software currently used in the Communications Department.
- Geographic features and directional information.
- General law enforcement codes, practices and methods.
- Call screening techniques and phone etiquette.
- Standard office practices and procedures, including records management.
- Communicating effectively in oral and written forms.
- Techniques for dealing with a variety of individuals from various socio-economic, ethnic and cultural backgrounds, in person and over the telephone.

Skill in:

- Planning, assigning, reviewing, and evaluating the work of assigned staff.
- Training staff in work procedures and policies.
- Working under pressure, exercising good judgment and making sound and timely decisions in emergency and non-emergency situations.
- Understanding and following oral and written instructions.
- Communicating clearly and concisely in writing during emergency and non-emergency situations.
- Recalling, identifying, and categorizing information.



PUBLIC SAFETY DISPATCH MANAGER

Skill in: (continued)

- Performing the full range of public safety dispatching and 9-1-1 duties.
- Effectively listening to, communicating with, and eliciting information from upset, emotional and irate individuals.
- Dealing successfully with a variety of individuals from various socioeconomic, ethnic and cultural backgrounds, in person and over the telephone.
- Contributing effectively to the accomplishment of team or work unit goals, objectives and activities.

REQUIRED CERTIFICATES, LICENSES, AND REGISTRATIONS:

Continued employment is contingent upon all required licenses and certificates being maintained in active status without suspension or revocation.

- EMD certification
- NCJIS/NCIC certification

PHYSICAL DEMANDS & WORKING ENVIRONMENT:

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

Mobility to work in a typical office setting and use standard office equipment; stamina to remain seated for extended periods of time; strength to lift and carry up to 20 pounds; vision to read printed materials and a computer screen, and hearing and speech to communicate in person, over the telephone and over the radio.

Work is performed in a high call volume emergency dispatch environment, where there is limited opportunity for physical movement and the dispatcher must remain alert and responsive while observing computer display screen for uninterrupted periods of time; may be subject to extended work periods without relief, periods of high call volume, and stressful situations.