

**MENDOCINO COUNTY GOVERNMENT
CLASS SPECIFICATION**

CLASS TITLE: PUBLIC SAFETY DISPATCH SUPERVISOR
DEPARTMENT: SHERIFF
REPORTS TO: SHERIFF'S CAPTAIN

CLASS CODE: 73654
FLSA STATUS: N
DATE: 10/99

JOB SUMMARY AND DISTINGUISHING FEATURES:

Primary responsibility is to supervise Public Safety Dispatcher and all daily activities of the Communications Center in the Sheriff's Department; serves as Public Safety Dispatcher as needed.

ESSENTIAL JOB FUNCTIONS: (All responsibilities may not be performed by all incumbents.)

Carries out supervisory responsibility in accordance with policies, procedures and applicable laws including: training; planning, assigning and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

Monitors and communicates policies, procedures, and standards to identify and correct deficiencies or problems; develops, recommends and implements new or revised policies and procedures.

Provides information, advice, feedback, or assistance to others within the unit to refine work outputs or resolve problems. Updates, coordinates and maintains 911 databases with phone number and address information.

Maintains geographic database component of the computer aided dispatch system.

Assigns radio identifiers according to agency policy.

Investigates, resolves and/or makes recommendations relative to complaints regarding dispatch services.

Directs, monitors and evaluates the training provided by communications training officers.

Responds to discovery requests for production of computer aided dispatch call records and dispatch tapes.

Researches, compiles information, and prepares various reports and correspondence related to unit activities.

Conducts training for patrol officers, corrections officers and others in radio communications and the access and use of automated information systems such as CLETS and NCIC.

Supervises headset assignment and maintenance.

Monitors and oversees supply inventory.

Processes payroll information for staff.

Serves as Public Safety Dispatcher as needed.

Performs other related duties as assigned.

MATERIAL AND EQUIPMENT USED:

Fax Machine Printer(s)	Digital Recording Equipment Two-way Radio(s)	Telephone(s)	Copier(s)
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MINIMUM QUALIFICATIONS REQUIRED:

Education and Experience:

Associate's degree or equivalent from a two-year college or technical school; and,

Two to three years progressively responsible related experience; must successfully complete a POST certified supervisory course within one year of appointment; or,

Any combination of education, training and experience which provides the required knowledge, skills, and abilities to perform the essential functions of the job.

Licenses and Certifications:

Certificate of completion from the POST Public Safety Dispatcher Basic Course

Valid Drivers License - Class C or better

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

Administrative principles and practices, including goal setting and implementation.

Supervision of staff and activities.

Methods and techniques of research, statistical analysis and report presentation.

General office procedures, policies and practices, as well as basic knowledge of computer/VDT and other general office equipment.

Record keeping, report preparation, filing methods and records management techniques.

Applicable state, federal and local ordinances, laws, rules and regulations.

Communities, roads, major landmarks and geography of Mendocino County.

Operations and functions of the Sheriff's Department and other public safety agencies.

All computer applications and hardware related to performance of the essential functions of the job.

Emergency codes and terminology.

Skill in:

Using tact, discretion, initiative and independent judgment within established guidelines.

Planning, organizing, assigning, directing, reviewing and evaluating the work of staff.

Selecting and motivating staff and providing for their training and professional development.

Preparing clear and concise reports, correspondence and other written materials.

Analyzing and resolving office administrative situations and problems.

Organizing work, setting priorities, meeting critical deadlines, and following up on assignments with a minimum of direction.

Applying logical thinking to solve problems or accomplish tasks; to understand, interpret and communicate policies,

procedures and protocols.

Using a computer terminal to accurately and rapidly enter and retrieve data and information.

Communicating clearly and effectively, both orally and in writing.

Mental and Physical Abilities:

Ability to establish and maintain effective working relationships with a variety of individuals.

Ability to define problems, collect data, establish facts and draw valid conclusions.

Ability to speak effectively before groups and respond to questions.

Ability to write reports, correspondence and procedure manuals.

While performing the essential functions of this job the employee is regularly required to sit, use hands to finger, handle, or feel, reach with hands and arms, and see, speak and hear.

While performing the essential functions of this job the employee is occasionally required to lift and/or move up to 10 pounds.

Working Conditions:

The incumbent's working conditions are typically moderately quiet.

Working time may require irregular hours, shift times, and/or on-call status.

file: psdispsu.73654

This class specification should not be interpreted as all inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.