



911 Communications Dispatch Supervisor

Classification: Dispatch Supervisor

Division: Operations

FSLA: Non Exempt

Reports to: 911 Operations Manager

Direct Reports: 911 Call Takers & Dispatchers & Leads

Classification / Wage Range: 150

JOB DESCRIPTION: This position serves as a working supervisor in addition augmenting call taking and dispatch functions. Supervisors direct and supervise subordinate staff. Supervision includes, but is not limited to: assigning and delegating work projects, scheduling employees to ensure proper staffing levels are maintained and performance management including evaluating work performance, coaching, mentoring and implementing corrective action for performance and conduct issues.

Supervisory responsibilities include not only general supervision of specific assigned employees, but also daily oversight of any Dispatcher's work performed on a Supervisor's shift. Incumbents provide technical assistance to staff, training and major job reassignment to the 911 Operations Manager. Incumbents work under the general supervision of the 911 Operations Manager, who makes assignments by defining objectives, priorities and deadlines and assists with unusual situations or events with no clear precedent. Supervisors plan and carry out work independently and are expected to resolve problems in accordance with instructions, policies, procedures and applicable laws and regulations.

ESSENTIAL JOB FUNCTIONS: Candidates must have the ability to learn and perform all the essential functions of the Call-Taker & Dispatcher job description as well as the following functions:

- Supervise Dispatch personnel and plan work assignments to ensure that the Agency service and production expectations are achieved
- Evaluate shift operations through personal observation of dispatchers and recommend improvements or modifications to work practices and employee performance as appropriate
- Work proactively with staff to resolve performance or conduct issues at the lowest level
- Conduct employee evaluations, review and approve employee timesheets, investigate and resolve complaints or problems
- Identify issues and implement basic corrective actions to include oral counseling, oral warnings, discuss need for further corrective action with the Assistant Operations Manager and/or Human Resource Manager as appropriate
- Coordinate major incidents to ensure that proper notifications are made; assist in call handling if necessary and coordinates with Incident Command or the Duty Officer
- Practice awareness of employee actions and behavior for signs of stress, coping and general emotional well-being; specifically, during or any time after high stress and major incidents
- Respond to law enforcement requests for information, monitor several public safety authorities to coordinate dispatching of services between two or more agencies
- Ensure technical equipment is properly maintained, regularly serviced and functional
- Review Police/Fire/EMS calls for compliance to protocol, citizen evaluation surveys, etc.
- Complete a variety of reports and correspondence relating to dispatch activities in a timely manner, such as investigations, inquiries or preparation of documents for court purposes including CAD reports, ANI/ALI reports, etc.
- In case of emergency or other necessity, transfer Operations to and set up the Dispatch Operations back-up center in the event of evacuation of CRESA's communication center.
- Participate on partner agency committees and task forces as assigned
- Provide support and mentorship to trainer/trainee teams with bi-weekly observations, one-on-one expectation outline, and document trainee/trainer performance
- Work assigned overtime as needed
- Perform other related tasks and duties as required



Knowledge of:

- Current techniques, policies and procedures of a Public Safety communications center
- Public Safety computer systems and programs to include computer aided dispatch (CAD), enhanced 911 (ANI/ALI), and automatic vehicle location (AVL) programs
- Clark County geography, to include locations and boundaries of all cities and townships; location of all major highways, streets and landmarks; addressing systems (i.e. streets, avenues, odd/even addresses, etc.) used for each jurisdiction
- Rules and regulations of the Federal Communications Commission (FCC) radio systems
- Principles and practices of effective supervision
- Effective interpersonal communication methods and techniques, including conflict resolution and general mediation techniques

Ability to:

- Perform the essential job functions of a supervisor described above.
- Plan, coordinate, direct and accomplish the activities of dispatch staff
- Evaluate and monitor staff performance and conduct; provide positive feedback and constructive criticism as appropriate; and identify and recommend improvement, discuss concerns with Operations Division Manager
- Assess the abilities of staff to perform job responsibilities while on duty to include monitoring for early warning indicators; react appropriately to staff's needs in emergency and routine situations
- Policies and procedures for filling overtime, proper notification for equipment failures or after hour call outs for radio, computer or phone problems.
- Understand and apply supervisory guidelines, policies/directives or procedures in diverse situations
- Explain and disseminate job responsibilities, priorities and procedures to staff
- Apply a high level of initiative, discretion, and judgement
- Develop and maintain effective working relationships with assigned staff, public, co-workers, supervisors, managers, user agency stakeholders, and officials of outside jurisdictions, departments or agencies
- Accurately dispatch public safety personnel and equipment quickly and efficiently
- Apply guidelines, policies and procedures in diverse situations
- Perform under stressful or emotional conditions
- Work any assigned shift, to include day, swing or graveyard and work all days of the week to include weekends and holidays

MINIMUM JOB QUALIFICATIONS:

- Must be at least 18 years or older.
- Must be able to legally work in the United States
- High school diploma or equivalent
- Ability to work all days, hours and overtime
- Ability to pass all required job selection and training processes to include a comprehensive background investigation (*any felony conviction is disqualifying*); post-offer medical processes; psychological evaluation; and extensive on-the-job training
- Refer to Education & Experience Section

Education and Experience – Any combination of education and experience that provides the applicant with the knowledge, skills and ability required to successfully perform the essential functions of the job.

- Internal candidates must have successful completion of the probationary period of 911 Call Taker Dispatcher position plus two years of experience at CRESA.



- At least two years of experience as a Supervisor, Lead or Acting Watch Commander within a 911 communications center preferred.
- At least three years progressively responsible communications dispatching experience in a comparable public safety communication center. Proficiency with the State laws and regulations, equipment and programs utilized by CRESA is preferred.
- Active in a committee, project or role that includes the ability to demonstrate strong decision making skills, excellent interpersonal communication and conflict resolution.
- At least two years of experience as a Certified Training Officer within a 911 communications center preferred.
- Demonstrate ability to coach, mentor, train and evaluate staff.
- Experience and behavior that has demonstrated:
 - Leadership – direct, motivate, mentor and coach staff
 - Integrity – leads by example in their conduct, ethics and behavior and exemplifies Agency values
 - Team building – bring staff (on all shifts) together positively; resolve or redirect negativity; help group move forward positively to reach team goals even if there are differing opinions
 - Teamwork – contribute positively, take initiative and responsibility among peers
 - Tact, honesty – state opinions openly and appropriately, ensure understanding
 - Forward-thinking – look for innovative ways to solve-problems or improve processes
 - Excellent interpersonal communication skills – address and resolve interpersonal conflicts and operational issues with approach to “what is right,” not “who is right”

Physical / Sensory Requirements. The following characteristics describe the most common ways this position’s essential functions and job tasks are performed. Any incumbent or candidate for this position must be able to perform the essential functions and job tasks with or without reasonable accommodation.

Sight and Vision	Frequency	Criticality of Requirement
• <i>Close / Fine Visual Acuity.</i> Differentiate and comprehend visual effects of subtlety or precision.	Hourly / Constantly	Very Important
• <i>General Visual Acuity.</i> Differentiate and comprehend visual effects of general size, shape and distance.	Hourly / Constantly	Very Important
• See, read and understand written information and instructions in all forms, including handwritten, hard copy or electronic communications formats. See and use all related communications equipment including radio transmitters and receivers, radio consoles, telephone / radio headsets, multi-line telephone systems, lease line teletypes, computer consoles, and data communications terminals. See color differentiation as necessary to distinguish color variations on maps, computer screens and radio consoles.	Hourly / Constantly	Very Important
Hearing	Frequency	Criticality of Requirement
• <i>General / Broad Hearing.</i> Differentiate and comprehend: <ul style="list-style-type: none">○ Audio effects or noises (ambient or intrusive) of pitch, volume or tone within the ‘normal range’	Hourly / Constantly	Very Important
○ Voices (ambient or intrusive) in face-to-face settings, in groups with multiple speakers, over the phone, by radio, etc. of pitch, volume or tone within the ‘normal range’	Hourly / Constantly	Very Important
○ Verbal speech, language, accents and vocal sounds including the subtleties of speech communication such as intonation, inflection, emphasis and nuance.	Hourly / Constantly	Very Important
• Hear, understand and respond to verbal information in person, and by using radio transmitters and receivers, radio consoles, telephone / radio headsets, multi-line telephone systems, and complex communications equipment.		
○ Headsets are worn at all times while on duty on the operations floor.	Hourly / Constantly	Very Important
Speech	Frequency	Criticality of Requirement
• <i>General Speech.</i> Communicate orally; express thoughts and emotions by word, sound and gesture.	Hourly / Constantly	Very Important



• Speak clearly and concisely in English.	Hourly / Constantly	Very Important
Touch	Frequency	Criticality of Requirement
• <i>Basic Repetitive Hand / Arm Motion.</i> Make regular movement (motion) of wrist, hand, fingers, elbow, shoulder, etc. to type, use computer mouse, etc.	Hourly / Constantly	Very Important
• <i>Reach.</i> Stretch or extend hand, arm, foot, etc. away from body to touch or meet another object.	Hourly / Constantly	Very Important
• <i>Grasp.</i> Seize and hold object with fingers, palm, arms.	Daily	Important
• <i>Lift.</i> Move object upward to a higher position; hoist. Typical weight lifted does not exceed 10 lbs.	Weekly / Monthly	Slightly Important
• <i>Push / Pull.</i> Exert force to move objects towards or away self. Typical pressure doesn't exceed 20 lbs.	Weekly / Monthly	Slightly Important
Physical Coordination	Frequency	Criticality of Requirement
• <i>Sit.</i> Remain in seated position to accomplish work.	Hourly / Constantly	Important
• <i>Stand.</i> Remain in upright position, motionless or steady on the feet to accomplish work.	Hourly / Constantly	Important
• <i>Walk.</i> Move about or travel on foot to accomplish work.	Daily	Important
• <i>Drive.</i> Operate a motor vehicle to get oneself or others to and from various work locations.	Weekly / Monthly	Slightly Important
Working Memory	Frequency	Criticality of Requirement
• <i>Audio Memory.</i> Retain and retrieve information gained via audio sources.	Hourly / Constantly	Very Important
• <i>Visual Memory.</i> Retain and retrieve information gained via visual sources.	Hourly / Constantly	Very Important
Comprehension	Frequency	Criticality of Requirement
• <i>Rapid Comprehension & Application.</i> Grasp meaning, nature, or importance of information, then quickly and correctly apply knowledge to work or situation.	Hourly / Constantly	Very Important
• <i>Complex Comprehension & Application.</i> Grasp the meaning, nature, and importance of complex, ambiguous or difficult information, and correctly apply knowledge to work or situation.	Hourly / Constantly	Very Important
• <i>Mental acuity and alertness.</i> Stamina, ability to regularly and reliably work long shifts (10 hours up to 14 hours). Engage in frequent interpersonal interactions that are stressful or sensitive in nature. Handle difficult interpersonal interactions and complaints with tact and diplomacy. Manage and accomplish multiple priorities and varied responsibilities with high accuracy. Think and apply judgment, discretion, and initiative in accomplishing work. Work effectively despite sleep pattern disruptions as a result of rotational and/or irregular shift work and overtime.	Hourly / Constantly	Very Important
Environmental Working Conditions	Frequency	Criticality of Requirement
• <i>No Substantial Hazards.</i> Position is not substantially exposed to adverse environmental conditions.	--	--
Level of Physical Activity	Frequency	Criticality of Requirement
• <i>Sedentary Work.</i> Work primarily requires exerting up to 10 lbs of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking or standing are required only occasionally and all other sedentary criteria are met. Work is performed in an indoor, open-space environment and stationary setting.	Hourly / Constantly	--
• <i>Manual dexterity and typing.</i> Extensive use of computers, keyboards, office equipment and similar specialized technical and electronic equipment commonly found in communication centers. Performing multiple tasks requiring manual dexterity at the same time. Write legibly.	Hourly / Constantly	Very Important

EQUAL OPPORTUNITY EMPLOYER

CRESA is an equal opportunity (EEO) employer and does not unlawfully discriminate on the basis of race, color, national origin, religion, age, gender, sexual orientation, marital status, disability, genetic information, veteran status or any other basis prohibited by federal, state or local law. Recruitment processes are conducted to ensure open competition, equal employment opportunity and prohibit discrimination. Women, minorities, veterans, and persons with disabilities are encouraged to apply. CRESA will provide reasonable accommodation for persons with disabilities during the selection



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process if requested. Applicants are responsible to notify the Human Resources Manager of the accommodation needed at the time of application or at least two days prior to the date needed. For an alternate format of this information, contact ADA Compliance Office: (360) 992-9205. Washington Relay Service – 7-1-1 or (800) 833-6368

IMMIGRATION LAW NOTICE

Only U.S. Citizens and aliens lawfully authorized to work in the United States will be hired. All new employees will be required to complete and sign an Employment Eligibility Verification form and present documentation verifying identity and employment eligibility.