

JOB DESCRIPTION

Dispatch Supervisor

Date of Last Revision: May, 2021

 WESTERLY Rhode Island	DEPARTMENT	Police		
	REPORTS TO	Chief of Police		
	FLSA STATUS	Non-Exempt; Full-Time		
	POSITION TYPE	Non-Union	PAY GRADE	

POSITION OVERVIEW

Under the general direction of the Police Chief, the Dispatch Supervisor is responsible for providing communication support services for members of the police department. This position is also responsible for collecting accurate and relevant information from callers and conveying it to the appropriate police personnel.

ESSENTIAL JOB FUNCTIONS

- Answers calls for service, dispatches and monitors police personnel.
- Receives and coordinates radio traffic and monitors intra-agency radio broadcasts.
- Responds to and reacts to emergency and non-emergency calls for assistance from both the public and members of the agency.
- Provides dispatch and communication support services for members of the agency and facilitates communication with other agencies.
- Records incident data and records call information.
- Inputs and extracts information from local and state computer data bases.
- Performs routine maintenance of the communications equipment and ensures prompt notification to the proper authorities of equipment malfunctions, required repairs, scheduled maintenance and equipment upgrades.
- Completes reports and transmits and receives data from various law enforcement networks.
- Operates various types of office equipment, including, but not limited to: telephone, police radio equipment, computers and assorted police related technological equipment.
- Functions in a high stress environment and under emergency conditions; remaining clam and able to concentrate on details in spite of other distractions.
- Determines and assigns level of priority of calls and enter data into the computer dispatch system.
- Asks vital questions and provide pre-arrival instructions.
- Maintain and update business file listings and tow logs.
- Ensures compliance with NCIC policies and procedures.
- Monitors various video surveillance screens and systems.

ADDITIONAL JOB FUNCTIONS

- Participates in the dispatcher interview process; onboard new dispatchers; issue counseling when appropriate and recommend discipline to the Chief.
- Draft schedules; allocate and approve time off; schedule needed overtime; and manage the day-to-day operations of the Dispatching division.
- Supervise Record Clerk.

- Monitor the Custodians' cleaning scheduled that is established by the Chief.
- Other duties and projects as assigned.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

For successful performance in this position, the incumbent will need to demonstrate the following:

KNOWLEDGE of:

- Emergency procedures that relate to matters requiring urgent police attention.

SKILLS in:

- Organizing and prioritizing work, exercising independent judgment, wisdom, and common sense within established procedures guidelines and rules.
- Interpersonal, verbal, and written communication for interaction with elected and appointed officials, employees, agencies, other governmental units, vendors and the public.

ABILITY to:

- Properly answer the telephone and operate police radio equipment.
- Prepare and analyze comprehensive reports and carry out assigned projects to their completion.
- Demonstrate good service skills with the ability to problem solve.
- Utilize Microsoft Office Suite applications such as Microsoft Word, Outlook, and Excel in addition to other applicable software.
- Handle confidential material and information in an ethical and professional manner.
- Effectively communicate with and respond to questions from Town officials and management, other government agencies, vendors, and the general public.
- Understand and execute oral and written instructions.
- Remain calm, and speak in a calm, clear, courteous, but firm manner and ask questions to clarify and understand a caller's situation or problem.
- Maintain a professional attitude and maintain punctuality and consistent attendance with advance notification of absences.
- Perform detailed work accurately and on time and initiate and maintain necessary follow-up.
- Prepare and submit clear, concise and accurate reports either orally or in writing.
- Work well under stressful conditions, while handling a variety of duties simultaneously.
- Remain at workstations for long periods of time.
- Work overtime during emergency situations to include reporting to work during periods of inclement weather and natural disasters and be available as needed.
- Work all shifts to include overnight shifts, and hours beyond the regularly scheduled work day when pre-approved.

MINIMUM POSITION REQUIREMENTS

EDUCATION AND EXPERIENCE

- High School Diploma or GED Equivalent.
- Minimum of two (2) years of dispatch experience.
- Minimum of one (1) year of supervisory experience in dispatching, customer service, use of computer systems and scheduling.
- Any equivalent combination of education, training, and experience that provides the requisite knowledge, skills, and abilities necessary to successfully perform the essential job functions of this position.

LICENSES AND CERTIFICATIONS

- A valid driver's license.

ENVIRONMENTAL AND PHYSICAL DEMANDS

ENVIRONMENTAL DEMANDS *involving:*

- Working in an office environment with light to moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances.

PHYSICAL DEMANDS *including:*

- Primarily sedentary office work although standing in work areas and walking between work areas may be required.
- Finger and hand dexterity to access, enter, and retrieve data using a computer keyboard, and to operate standard office equipment.
- Mobility to work in a standard office setting and use standard office equipment.
- Vision to read printed materials and a computer screen, make color distinctions, and have normal depth perception; ability to smell fumes like odorous gas; and hearing and speech to communicate in person, before groups, and over the telephone.
- Occasionally bending, stooping, kneeling, reaching, pushing, and pulling drawers open and closed to retrieve and file information.
- Ability to lift, carry, push, and pull materials and objects weighing up to thirty (30) pounds.

The 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.