

## **CITY OF FONTANA POLICE DISPATCH SHIFT SUPERVISOR**

**DEFINITION:** To organize and supervise Police Dispatch operations; supervises, trains, assigns, and evaluates the work performed by staff responsible for providing public safety communications services and participates in the dispatching of public safety personnel on an assigned shift.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives direction from higher level Police Department supervisory and management staff. Provides supervision over communications and assigned staff on an assigned shift.

**ESSENTIAL FUNCTIONS:** The incumbent must have the ability to:

- Assist in the implementation of goals and objectives for the public safety communications program.
- Provide supervision, performance evaluation and training to police dispatch staff, recommend advancement and termination of assigned personnel.
- Verify work of assigned staff for accuracy, proper work methods and techniques, and compliance with applicable standards and specifications.
- Ensure adherence to safe work practices and procedures.
- Resolve complaints in a timely and efficient manner.
- Assure adequate shift coverage for 24-hour emergency services and minimum staffing requirements.
- Receive emergency calls from the public requesting police or other emergency services; determine nature of, location, and priority of emergency and dispatch units as necessary and in accordance with established procedures.
- Coordinate emergency calls and relay information and assistance requests involving other public safety agencies.
- Maintain contact with all units on assignment; maintain status and location of police field units.
- Answer non-emergency and maintenance service calls for assistance.
- Perform a wide variety of administrative duties, including but not limited to record keeping, filing, indexing, etc.; maintain documents relating to public safety activities; prepare related reports and memorandums as necessary.
- Enter, update, and retrieve information from teletype networks relating to wanted persons, stolen property, vehicle registration, stolen vehicles, and other information.
- Monitor alarm switchboard and dispatch assistance as required.
- Operate a variety of public safety telecommunications equipment; test and inspect equipment as required.
- Provide assistance and direction to on-duty dispatchers.
- Monitor and provide supervision during critical and serious events.
- Effectively and courteously deal with the public, employees, and allied agencies.
- Work under pressure, exercise good judgement and make sound decisions in emergency situations.
- Work various shifts as assigned.

- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Perform any other tasks or functions deemed necessary to the daily operations of the employer.

**THE ABOVE LIST OF ESSENTIAL FUNCTIONS IS NOT EXHAUSTIVE AND MAY BE SUPPLEMENTED AS NECESSARY BY THE EMPLOYER.**

**WORKING CONDITIONS:** Position requires prolonged sitting, standing, walking, reaching, twisting, turning, kneeling, bending, squatting and stooping in the performance of daily office activities. The position also requires grasping, repetitive hand movement and finger coordination in preparing statistical reports and data, using a computer key board. Additionally, the position requires near and far vision in reading correspondence and using the computer, and acute hearing is required when providing phone and counter service to the public. The need to lift, drag and push files, paper and documents weighing up to 25 pounds also is required.

### **EXPERIENCE AND TRAINING GUIDELINES**

A combination of experience and training that would provide the required knowledge and abilities is qualifying. The incumbent must have knowledge of:

- Operations, services and activities of a public safety communications program.
- Modern office procedures and equipment including computers and applicable software.
- Correct English usage, spelling, punctuation and grammar.
- Applicable Federal, State and local laws, codes and regulations.
- Police-related computer and teletype networks.
- Occupational hazards and standard safety practices.
- Police codes, practices and methods.
- Departmental policies and procedures for service requests.
- Principles and procedures of effective supervision.

**Experience and Training:** Completion of the twelfth grade or GED and three (3) years as a police dispatcher in a law enforcement agency. Successful completion of the POST mandated dispatcher course. A typing speed of 45 wpm.

**Licenses/Certifications:** Possession of, and continuously throughout employment, a valid CA Class "C" Driver's License.

**SUPPLEMENTAL INFORMATION:** Successful candidates will be required to pass a drug screening, fingerprint screening, physical examination and a background investigation.