

PUBLIC SAFETY DISPATCH SUPERVISOR

NATURE OF WORK

This is responsible work supervising and coordinating the activities of the Emergency Communications Center on an assigned shift. This is a civilian position.

Work involves responsibility for the supervision of subordinate Public Safety Dispatchers and Senior Public Safety Dispatchers engaged in utilizing various technologies used by a public safety communications center to receive, dispatch and refer calls for Law Enforcement units, Fire and EMS (Emergency Medical Services). An employee in this class is expected to exercise considerable independent judgment and personal initiative within the framework of departmental policies. An employee in this class is an active participant in the Emergency Communications Center Leadership Team. Supervision is received from an administrative superior with work being reviewed in the form of reports, conferences and effectiveness of Emergency Communications Center operations. Supervision is exercised over subordinate Public Safety Dispatchers and Senior Public Safety Dispatchers.

EXAMPLES OF WORK PERFORMED

Supervises and evaluates subordinate Public Safety Dispatchers and Senior Public Safety Dispatchers; receives and dispatches emergency service calls on an assigned shift.

Conducts scheduling as required to ensure the adequate staffing of the Emergency Communications Center.

Monitors and assists training activities of the Emergency Communications Center; monitors and assists quality assurance activities of the Emergency Communications Center.

Actively participates on Emergency Communications Leadership Team.

Receives calls via 911 emergency and non-emergency lines; obtains information from caller regarding emergency or non-emergency situations.

Responds to citizen's questions, inquiries and complaints; takes reports; refers individuals to proper personnel or agencies, local, state and federal.

Enters information provided by caller into Computer Aided Dispatch system for calls requiring dispatch.

Dispatches appropriate law enforcement units, fire and EMS units for the City of Lincoln, Lancaster County and surrounding rural fire districts.

Maintains current status of dispatched units in the Computer Aided Dispatch system.

Receives and responds to informational radio and telephone requests from field personnel, external law enforcement agencies and others authorized to receive information.

Creates reports in records management system.

Maintains, initiates and processes broadcasts and all files associated with wanted persons or property entered into the state or national crime computers.

Performs related work as required.

DESIRABLE KNOWLEDGE, ABILITIES AND SKILLS

Knowledge of the principles and practices of radio communications, as well as the proper procedures used in emergency service dispatching.

Knowledge of the names and locations of principal streets and buildings in Lincoln, Nebraska, and surrounding villages in Lancaster County.

Knowledge of the types, staffing requirements and uses of firefighting apparatus and law enforcement units.

Knowledge of the operation of communication and public safety technologies.

Ability to objectively review and evaluate the work of subordinate personnel for the purpose of compliance with agency policy and procedures.

Ability to communicate clearly and professionally; both orally and written.

Ability to work within timelines as established by agency procedures.

Ability to establish and maintain effective working relationships with public safety officials, co-workers and the general public.

Ability to think and act quickly and calmly in emergency situations.

Ability to obtain accurate and complete information from callers who may be frantic and incoherent due to emergency conditions.

Ability to speak clearly and concisely in a well modulated voice and to use good diction.

Ability to function accurately while working under considerable pressure.

Ability to understand and follow moderately complex oral and written instructions and procedures.

Ability to establish and maintain effective working relationships with public safety officials, co-workers and the general public.

Ability to work shifts in a 24x7x 365 operation including overtime as needed.

Skill in the operation of public safety technologies.

DESIRABLE TRAINING AND EXPERIENCE

Associates degree with coursework in business or communications with 6 to 9 years of experience in the operation of communication and emergency service equipment utilized in dispatching public safety and medical emergency personnel including experience in a supervisory capacity.

MINIMUM QUALIFICATIONS

Graduation from a senior high school or equivalent with 4 to 6 years of experience in the operation of communication and emergency service equipment utilized in dispatching public safety dispatch and medical emergency personnel; or any equivalent combination of training and experience that provides the desirable knowledge, abilities and skills.

NECESSARY SPECIAL REQUIREMENT

CPR certification as required.

Emergency Medical Dispatch certification as required.

Certification on the National Crime Information Center computer system (NCIC) computer system as required.

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