

**CITY OF CLOVERDALE**  
**PUBLIC SAFETY DISPATCH SUPERVISOR**  
**JOB DESCRIPTION**

*Class specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications may not include all duties performed by individuals within a classification. In addition, specifications are intended to outline the minimum qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.*

**Minimum Qualifications:**

Four (4) years of work experience performing public safety dispatch work.

**Special Requirements:**

Completion of the Basic Dispatcher Course and Possession of a Basic & Intermediate Dispatcher Certification from P.O.S.T. Must attend a POST Dispatch Supervisor Course within one year of appointment. Must obtain a Dispatch Supervisor Certificate from POST within two years of appointment.

**Full Job Description:**

**DEFINITION**

Under administrative direction, provide work direction, training and coordination for communication operators; to be responsible for a work shift at the Dispatch Center; to receive and dispatch routine and emergency radio and telephone communications; to dispatch law enforcement, emergency medical, and other public safety personnel and equipment; to maintain field communications during incidents; to serve as public safety answering point for Cloverdale; to perform general office support assignments; and to do related work as required.

**DISTINGUISHING CHARACTERISTICS**

This is the shift supervisor level in the Public Safety Dispatcher class series. Incumbents in this classification are responsible for providing training, supervision and work coordination for other communication operators. In addition, they have responsibility for performing dispatching duties and maintaining field communications with public safety personnel. Incumbents also confirm warrants and perform a variety of office support responsibilities.

This position does not provide seniority advantage relating to shift sign-up and vacation sign-up.

**REPORTS TO**

Police Lieutenant and/or Chief of Police

**CLASSIFICATION SUPERVISED**

Public Safety Dispatcher/Records Clerks

### **EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES**

Provides supervision, work coordination and training for other communication operators; has responsibility for the Central Communications Division during a work shift; assists with preparing work schedules and performance evaluations for staff; ensures that maps, telephone rosters, protocols and various other items are current and correct; answers the telephone, receiving and classifying calls; determines priority of response and uses radio equipment to dispatch police, emergency medical and other public safety units, according to availability, assigned geographic area, and location; maintains field communications for public safety checks, and during emergencies and incidents; ensures adequate back-up for law enforcement personnel; serves as public safety answering point for Cloverdale; transfers emergency calls to other agencies as warranted; monitors various public safety radio channels, coordinating efforts in dispatching personnel and equipment; uses a computer to maintain records/logs of calls for services, radio transmissions, and telephone calls; maintains master audio tapes and tape recording equipment; gathers chain of custody/evidence of communication operators' records; may testify in court; enters and clears information on the California Law Enforcement Telecommunications System (CLETS) and the Computer Aided Dispatch (CAD) system; arranges and coordinates removal of deceased persons for coroner responses; coordinates interagency public safety communications, using telephone, radio, and computer systems; confirms warrants, and perform records checks; updates daily dispatching logs; enters information such as stolen/repossessed property, missing persons, and repossessed and stolen vehicles information into the teletype systems; may search master recordings for information; operates and maintains dispatching equipment, office equipment, Mobile Data Computers and computers; provides information to staff, civic groups and the public regarding the Police Department. Coordinate and prepare schedules, monitor department budget, ensure training needs are met and maintain P.O.S.T training requirements for staff. Is the Department Agency CLETS coordinator.

### **TYPICAL PHYSICAL REQUIREMENTS**

Sit and/or stand for extended periods of time; normal manual dexterity and eye-hand coordination; lift and move objects weighing up to 25 lbs.; corrected hearing and vision to normal range; verbal communication; use of office equipment, including computer, telephone, calculator, copiers, FAX, as well as radio communication and dispatching equipment.

### **TYPICAL WORKING CONDITIONS**

Work is performed in an office environment; continuous contact with other staff and the public.

### **DESIRABLE QUALIFICATIONS**

Knowledge of:

- Training and work direction of other staff.

- Operating policies, procedures, and functions of the Cloverdale Police Department for receiving, disseminating and processing various types of information for emergency and non-emergency calls for services
- The general geography of the City of Cloverdale and County of Sonoma.
- Modern office methods and procedures, including computers and computer programs.
- Laws, codes, and regulations related to transmission/reception of public safety communications.
- The proper operation and care of the telephone, CLETS, computer terminals, and voice radio equipment used by Cloverdale Police.
- Principles of supervision, training and work evaluation.

**Ability to:**

- Train and provide work direction for assigned staff.
- Develop and maintain work schedules to ensure adequate coverage.
- Operate radio communications, computerized systems, and teletype equipment.
- Use sound judgment in dispatching personnel and equipment.
- Think clearly and act calmly in emergency situations.
- Read, analyze, and interpret laws, codes, rules, and regulations.
- Evaluate situations and respond appropriately.
- Take and transmit clear and complete directions and information.
- Use a keyboard to enter and extract a variety of data and information.
- Perform a variety of office support work.
- Provide supervision, training and work evaluation for assigned staff.
- Deal tactfully and courteously with the public and other staff.
- Regularly work well under pressure, meeting multiple and sometimes conflicting deadlines.
- Constantly demonstrate cooperative behavior with colleagues, supervisors, and customers/clients.

**Compensation:**

- **Step One Dispatch Supervisor: (Annually) \$66,041**
- **Step Two Dispatch Supervisor: (Annually) \$69,343**
- **Step Three Dispatch Supervisor: (Annually) \$72,810**
- **Step Four Dispatch Supervisor: (Annually) \$76,450**
- **Step Five Dispatch Supervisor: (Annually) \$80,272**