

<b>PROVO CITY CLASSIFICATION SPECIFICATION</b>	
<b>Title:</b> Dispatch Operations Supervisor	<b>Job Code:</b> 4203
<b>Date:</b> February 5, 2018	<b>EEO Code:</b> TE
<b>FLSA Designation:</b> Exempt	<b>Civil Service Status:</b> Covered (UC)

**DEFINITION:** This is a comprehensive administrative and supervisory position responsible to oversee the functional operations of the Provo City Dispatch Center.

**CLASSIFICATION STANDARDS:** The single position allocated to this classification is responsible to the Fire Chief and performs all tasks under general direction. This work is distinguished by its overall responsibility to supervise the functional dispatch operations of the Communications Center.

**ESSENTIAL DUTIES:** Oversee daily activities and operations of Dispatch Center; evaluate and improve dispatch services; research complaints and provide solutions or corrective actions; prepare dispatch tapes and manuscripts of recordings for administrative and legal purposes; coordinate dispatch operations and services with various groups and outside agencies; organize 911 awareness programs for schools, businesses, civic groups, and other parties; direct the Mobile Emergency Operations Team; function as systems security officer for the State's public safety computer system; may function as the City's Terminal Agency Coordinator; perform dispatcher duties as needed; oversee all database updates for the 911 system; test, inspect, and maintain dispatching systems and equipment and arrange for repairs and replacements as needed; analyze new technologies in dispatching systems and recommend upgrades and changes; oversee requisition of new equipment; assist with writing EMS grants; develop procedure manuals, standard operating procedures, and documentation processes.

Supervise, plan, and coordinate the work of assigned personnel, including scheduling workload; oversee dispatchers training; ensure work is completed accurately and efficiently; identify, evaluate, and resolve personnel concerns; conduct performance evaluations and enact discipline if needed; make staffing decisions, including hiring and firing dispatch personnel; coordinate and conduct dispatcher candidates testing; prepare a timely and accurate Dispatch budget; maintain and review all reports, work records, work specifications, logs, and appropriate documentation; oversee staff payroll function and tracking of time and attendance; ensure compliance with, and assist in the development of, all City policies and procedures; oversee staff meetings; prepare and present various staff reports, statistical analysis, and other necessary correspondence; assist staff members as needed; perform other related duties as required.

**MINIMUM REQUIREMENTS:** High School Diploma or equivalent and six (6) years of experience in public safety communications, two (2) of which must have been in a supervisory or management capacity **OR** an equivalent combination of job-related education and experience [substituting each one (1) year of post-secondary education/training for six (6) months of experience].

**License(s)/Certification(s):** A valid, lawful Driver's License is required. Utah State POST Dispatch, Emergency Medical Dispatch, CPR, and Bureau of Criminal Identification Proficiency certifications are required. Certification as a course instructor for a department-approved, dispatch-related course is required.

**SELECTION FACTORS:** *Knowledge of:* applicable police, fire, and emergency medical response protocols; related laws, codes, rules, and regulations; terminology common to the work; two-way radio operations and transmission procedures; the geographical layout of Provo and surrounding areas; basic English composition, spelling, and grammar; modern supervisory techniques. *Skill in:* computer operation, data entry, and information retrieval; extracting critical information from emotionally distraught, frightened, abusive, irate, or threatening individuals; identifying pertinent details from written materials and conversations; practicing trust-building behaviors. *Ability to:* multitask; supervise, organize, and review the work of assigned staff; select and train dispatchers; enact emergency response procedures; assess and prioritize situations and respond calmly, quickly, and accurately; work under extreme and frequent pressure; appropriately handle confidential information; develop and administer goals, and procedures; exercise independent judgment while evaluating situations; communicate effectively, both verbally and in writing; deal with the public, fellow workers, and others in a pleasant, courteous, and calm manner in all circumstances; perform duties in a manner that demonstrates respect, integrity, courtesy, and kindness towards fellow workers, customers, and the general public; develop and maintain effective working relationships with the public, coworkers, and superiors; evaluate programs and procedures; organize assigned work and develop effective work methods; prepare clear, concise, accurate, and informative reports; demonstrate a high level of commitment to the principles of positive customer service.


**TOOLS AND EQUIPMENT USED:** Video display terminals, overhead video screens, and computer keyboards, computer aided dispatching systems, multiple phone lines and systems including 911 and telecommunications device for the deaf (TDD), portable radios and multiple console radios for police and non-police agencies; recording equipment; earpiece and headset, multi-unit paging system, MEOC, and remote consoles, battery and generator backup power systems, other general office equipment as necessary.

**PHYSICAL DEMANDS:** Requires long periods of sitting at a video display terminal in a confined area, using a headset, constantly speaking and listening, or performing data entry into the 911 system. Occasionally requires missing breaks or lunch.

**ENVIRONMENTAL FACTORS:** Work location is primarily inside with potential on-scene call-outs with the mobile emergency operations team. Regularly exposed to situations that may affect psychological or physiological health, based on the stressful nature of public safety service and exposure to other stressful conditions related to the workplace. *Note: This classification involves rotating shift-work for 24-hour coverage, working holidays and weekends, and short-notice call-outs. Residency: Employees of this class are subject to Provo City residency requirements and must reside within a 15 mile radius of their primary operations facility to affect a 20 minute response time, unless otherwise approved by the Chief.*

  
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 Department Director

2-14-18  
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 Date

  
 \_\_\_\_\_  
 Mayor/Chief Administrative Officer

2-5-18  
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 Date

**NOTE:** The above statements describe the general nature and level of work being performed by the person(s) assigned to this classification. They are not intended to be an exhaustive list of all duties, responsibilities, and skills required of personnel so classified. Class specifications are not intended to and do not imply or create any employment, compensation, or contract rights to any person or persons. Management reserves the right to add, change, or delete any and all provisions of this classification at any time as needed without notice. Reasonable accommodations may be made for otherwise qualified individuals who require and request such accommodation. This class specification supersedes earlier versions.