

<b>PROVO CITY CLASSIFICATION SPECIFICATION</b>	
<b>Title:</b> Dispatch Shift Supervisor	<b>Job Code:</b> 4202
<b>Date:</b> February 5, 2018	<b>EEO Code:</b> TE
<b>FLSA Designation:</b> Non-Exempt	<b>Civil Service Status:</b> Covered (UC)

**DEFINITION:** This is a comprehensive shift supervisor position responsible to assist with the administration of the Dispatch Division and provide first-line supervision, direction, training, and support to a team of public safety dispatchers.

**CLASSIFICATION STANDARDS:** Positions allocated to this classification are responsible to the Dispatch Operations Supervisor and perform all tasks under general direction. This work is distinguished by its administrative and supervisory duties over an entire shift.

**ESSENTIAL DUTIES:** Supervise dispatch activities of designated shift to ensure proper protocols are followed and appropriate service levels are maintained; coordinate coverage with other supervisors, including approving time off and accounting for rotations, training, and breaks; brief oncoming supervisor of shift activities and notify dispatch administration of major incidents; organize shift resources and ensure equipment is functioning; perform Dispatcher duties; serve as liaison for the Center in absence of Dispatch Operations Supervisor; ensure various records, reports, maps, guides, logs, files, and other resources are accurately maintained; may serve as PSAP (Public Safety Answering Point) Coordinator; assist in maintaining applicable training, operations, reference, and policy manuals; conduct, prepare, and attend meetings and trainings; assist with quality assurance; assist State computer system security officer; may serve as Terminal Agency Coordinator; may lead Mobile Emergency Operations Team; assist with maintaining the MEOC vehicle and training team; serve as POST-approved instructor for State mandated courses.

May be assigned as Dispatch Training Officer responsible to do the following: maintain and distribute training manual; coordinate training; monitor progress of trainees and make operational and training recommendations; document training records and staff certifications; schedule and coordinate in-house training including scheduling classrooms and instructors; teach classes; assist in 911 awareness programs for schools, businesses, civic groups, and other parties.

Identify, evaluate, and resolve personnel issues; conduct performance appraisals and enact discipline and rewards; assist with Dispatch staffing decisions, including hiring and firing; assist in preparing a timely and accurate Dispatch budget; order supplies; maintain and review a variety of work records, reports, documentation, and specifications; review work of direct reports and serve as a resource on complex issues; may act as section manager during absences; attend and may lead staff meetings; assist staff members as needed; perform other related duties as required.

**MINIMUM REQUIREMENTS:** High School Diploma or equivalent and five (5) years of experience as a public safety dispatcher (two of which must have been equal to a Senior Dispatcher level).

**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

2-1-18  
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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.