

ST. JOSEPH COUNTY CENTRAL DISPATCH SUPERVISOR

General Summary:

Under the supervision of the Central Dispatch Director, supervises Telecommunicators on an assigned shift. Oversees all dispatch operations on a shift and assists in resolving operational and computer system problems. Assists/conducts training programs for current staff and new employees. Ensures compliance with all dispatch regulations and policies. Regularly performs all of the functions of a Telecommunicator, including receiving calls and dispatching law enforcement officers, fire departments, and emergency medical services throughout the county; maintaining radio communications with patrol units; operating a LEIN terminal; and searching and providing necessary information to officers.

Essential Functions:

1. As supervisor of dispatch staff on an assigned shift, participates in employment interviews, monitors workload and performance on the shift, schedules and approved leave and overtime, participates in reviewing and evaluating performance, assists in training and skills upgrade and makes recommendations on corrective actions. Conducts training programs for employees.
2. Maintains, monitors and troubleshoots computer system operations daily. Loads software upgrades as necessary. Communicates with management concerning technology issues.
3. Receives, investigates, verifies and responds to complaints from agencies and the public. Reports such complaints to the Director for resolution as necessary.
4. Receives emergency and complaint calls, assesses their relative severity and urgency, determines the appropriate response, and dispatches needed police, EMS, fire and other emergency personnel and vehicles.
5. Communicates emergency medical information and procedures to callers using the National Academy EMD Protocols.
6. Screens and refers calls which are inappropriate for 911 response system.
7. Receives, directs and/or assists in resolving non-emergency and business calls. Assists other townships, city and county agencies as requested.
8. Performs other support tasks as required including data entry, caller follow-up and mapping.

9. Performs LEIN entries including entering and canceling missing persons, stolen vehicles, stolen articles and canceling warrants as appropriate. Participates in LEIN validation audits and acts as a liaison to LEIN headquarters.
10. Performs a variety of administrative tasks, including keeping records and daily logs, typing, filing, and copying of reports and other documents. Creates audio tapes for court, department and FOIA use.
11. Performs all the duties of a Telecommunicator and provides relief coverage as required.
12. Performs other duties as required.

An employee in this position may be called upon to do any or all of the above tasks. (These examples do not include all of the tasks which the employees may be expected to perform.)

Employment Qualifications:

Education:

High school diploma with supplemental coursework in emergency services operations.

Experience:

Five years of experience equivalent to that of a Telecommunicator.

Other Requirements:

Emergency Medical Dispatch Certification.

Certification as a LEIN operator.

Experience and proficiency in Microsoft Office Suite applications.

The qualifications listed above are intended to represent the minimum skills and experience levels associated with performing the duties and responsibilities contained in this job description. The qualifications should not be viewed as expressing absolute employment or promotional standards, but as general guidelines that should be considered along with other job-related selection or promotional criteria.

Physical Requirements:

(This job requires the ability to perform the essential functions contained in this description. These include, but are not limited to, the following requirements. Reasonable accommodations will be made for otherwise qualified applicants unable to fulfill one or more of these requirements):

Ability to regularly make decisions in critical and stressful situations.

Ability to use a keyboard to enter and retrieve information from a computer.

Ability to communicate orally and in writing.

Ability to perform the physical tasks associated with office operations.

Ability to withstand prolonged periods of sitting in front of computer.

Working Conditions:

Works in an office setting.

Ability to work varying shifts in a 24-hour day operation.