

CITY OF HAYWARD

Communications Supervisor~~PUBLIC SAFETY DISPATCH SUPERVISOR~~DEFINITION

To provide lead and shift supervision to communication staff in a centralized communications center; ~~and to answer emergency and non-emergency calls for police, fire and other City services; to operate a computer aided dispatch system and prioritize calls for services.~~ ~~operate radio and telephone equipment in dispatching public safety equipment, personnel or other City services.~~

DISTINGUISHING CHARACTERISTICS

This is the supervisory class in the ~~Communications Operator~~Public Safety Dispatcher series. Employees perform the most difficult and responsible types of duties assigned to classes within this series including providing technical and functional supervision over communication personnel. Employees at this level are required to be fully trained in all procedures related to assigned area of responsibility

SUPERVISION RECEIVED ~~AND EXERCISED~~

Receives general direction from the Communications ~~Manager~~Administrator. In the absence of the Communications ~~Manager~~Administrator, incumbent may receive supervision from the on-duty watch commander.

SUPERVISION EXERCISED

Exercises the day to day technical and functional supervision over assigned communication personnel.

ESSENTIAL DUTIES

~~—Duties may include but are not limited to the following:~~

~~Essential Duties~~

~~Essential responsibilities and duties may include, but are not limited to the following:~~

~~Receive emergency calls from the public requesting police, fire, or other related services; determine nature and location of emergency; determine priority and dispatch emergency units as necessary and in accordance with established procedures; coordinate emergency calls and relay information and assistance requests involving other law enforcement agencies.~~

~~Use a computer aided dispatch (CAD) system to enter calls for service/radio traffic and monitor real-time status of situations; use an automated records management system (RMS) related to public safety activities to enter and retrieve information.~~

~~Maintain contact with all units on assignment; maintain status and location of field units and monitor radio frequencies of outside public safety agencies.~~

Receive incoming telephone and voice radio calls for non-emergency assistance; dispatch animal control, utilities and street maintenance staff as needed.

Enter, retrieve, and update information from teletype networks, including the California Law Enforcement Telecommunications System (CLETS) relating to wanted persons, stolen property, vehicle registration, stolen vehicles and other information.

ESSENTIAL DUTIES (continued):

~~Receives emergency and non-emergency calls from the public, private companies and other jurisdictions.~~

~~Dispatch police and fire personnel, equipment or other City services in response to calls.~~

Relays emergency and non-emergency information to public safety personnel in the field as required.

Supervises day to day operation of assigned shift; directs and monitors work-flow.

Prepares work schedules and assigns personnel to various tasks required within assigned shifts, and ensures good customer services to internal and external customers.

Evaluates performance of assigned communications personnel; work with employees to correct deficiencies; implement disciplinary procedures; and counsels employees.

Approves days off and vacation requests from ~~Communications Operators~~Public Safety Call Takers and Dispatchers and coordinates replacements for vacancies; schedules emergency and short term assignments of communications personnel.

Assists in the development and implementation of new policies, procedures, programs and goals/objectives for the Communication Center.

Assists in identifying training needs and the design of training programs; supervises and/or provides training to employees and other City department personnel on Communication Center operations.

Maintains communication with public safety personnel regarding Communications Center issues; attends line-ups, special operations briefings and inter-agency meetings to ensure current information is available to the Communication Center.

Maintain 24-hour logging tapes, including furnishing copies of tapes for investigations and courts; and testify in court.

May be assigned to act in the absence of the ~~Manager~~Administrator.

Performs related duties as ~~assigned~~necessary.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

~~Minimum Qualifications~~

Knowledge of:

Emergency telephone answering techniques, policies, and procedures.

General policies and procedures used in the operation of the City's dispatch center.

Primary roads, streets, highways, areas, major buildings, and public facilities within the City's- boundaries.

Standard radio broadcasting procedures and rules associated with operation of an emergency services communication network; learn to monitor multiple frequencies.

Radio and other codes used in the creation of computer aided calls for dispatch.

JOB RELATED AND ESSENTIAL QUALIFICATIONS (continued)

Knowledge of (continued):

Correct telephone answering techniques, policies, and procedures.

Use of various police report forms.

- Manual and computer aided emergency communication equipment, procedures and practices.
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- County, state and federal law enforcement computer systems.
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- Correct English usage, including comprehension and grammar.
- Communications rules and regulations governing the operation of radio transmitting and receiving systems.

Principles of supervision, training, and performance evaluation.

Pertinent Federal, State, and local laws, codes and general law enforcement procedures.

Ability to:

- Plan, assign and evaluate the work of others.
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- Read, write, spell, and speak in concise English.
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- Follow oral and written instructions.

Deal tactfully with the public and others.

Work in a confined area and wear a headset.

Remain calm during emergencies and obtain relevant information from callers who are in stressful situations.

Answer and prioritize calls for emergency and non-emergency police, fire, and other City services and to dispatch appropriate units in response in a courteous manner.

Accurately enter information in the computer system while receiving information by telephone.

Operate a computer aided dispatch system, video display terminal, teletype and other computer programs and equipment related to public safety communications and records.

Interpret maps.

Effectively perform emergency telephone answering and processing duties.

~~Operate manual and computer aided radio and telephone equipment in dispatching public safety equipment and personnel.~~

Perform several job tasks effectively under pressure for sustained periods of time.

JOB RELATED AND ESSENTIAL QUALIFICATIONS (continued)

Ability to (continued):

Memorize and retain information from a variety of sources.

- Teach procedures and equipment operation to others.
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- Interpret information from distraught, incoherent or angry callers and relay critical facts to appropriate emergency or nonemergency personnel.
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- Assign priorities both to incoming calls and to dispatch of calls for service.
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- Respond to request for emergency and nonemergency services in a professional and courteous manner.
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Speak clearly and concisely in an understandable voice via radio and telephone and in person.

Type accurately at a speed of 35 words per minute.

Work various shifts, including day, swing and graveyard as well as weekends and holidays.

Establish and maintain effective working relationships with those contacted in the course of work.

EXPERIENCE AND TRAINING EDUCATION

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

Experience: Two years of responsible emergency dispatching experience comparable to the
~~Communications Operator~~Public

Safety Dispatcher in the City of Hayward.

Training Education: Equivalent to the completion of the twelfth (12th) grade.

License or Certificate: Completion of the California Commission on Peace Officer Standards and Training (POST) Basic Public Safety Dispatcher Course Certification within one (1) year of hire.;
Possession of the Basic POST Dispatch Course Certificate of Completion.

Supplemental Information
SPECIAL REQUIREMENTS

Essential duties require the mental and/or physical ability to: work in an emergency call center environment; perform repetitive hand movements and fine coordination to enter data using a computer keyboard and mouse/trackball, use standard office equipment; safely lift, carry, and maneuver radio equipment or office supplies weighing up to 35 pounds; in the performance of daily office activities dexterity to operate computer keyboards; answer phones; hear tones, signals and radio and phone traffic as outlined by POST hearing standards; visually read and monitor computer screens; react and remain calm in emergency situations, sit for prolonged periods of time; converse by telephone and be clearly understood; interact with the public and all different levels of City staff in a professional manner.

PROBATIONARY PERIOD: One (1) year
C645 Public Safety Dispatch Supervisor0164CS93

Created: December 1977

Revised May 2008

Revised January 2025

FPPC STATUS: Non-Designated

FLSA STATUS: Non-Exempt