

CITY OF HAYWARD

PUBLIC SAFETY DISPATCH SUPERVISOR

DEFINITION

To provide lead and shift supervision to communication staff in a centralized communications center; 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.

DISTINGUISHING CHARACTERISTICS

This is the supervisory class in the 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

Receives general direction from the Communications Administrator. In the absence of the Communications 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:

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):

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

Supervise day to day operation of assigned shift; direct and monitor workflow.

Prepare work schedules and assign personnel to various tasks required within assigned shifts, and ensure good customer services to internal and external customers.

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

Approve days off and vacation requests from Public Safety Call Takers and Dispatchers and coordinate replacements for vacancies; schedule emergency and short term assignments of communications personnel.

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

Assist in identifying training needs and the design of training programs; supervise and/or provide training to employees and other City department personnel on Communication Center operations.

Maintain communication with public safety personnel regarding Communications Center issues; attend 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 Administrator.

Perform related duties as necessary.

JOB RELATED AND ESSENTIAL 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.

County, state and federal law enforcement computer systems.

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.

Read, write, spell, and speak in concise English.

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.

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.

Interpret information from distraught, incoherent or angry callers and relay critical facts to appropriate emergency or nonemergency personnel.

Assign priorities both to incoming calls and to dispatch of calls for service.

Respond to request for emergency and nonemergency services in a professional and courteous manner.

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 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 Public Safety Dispatcher in the City of Hayward.

Education: Equivalent to the completion of the twelfth (12<sup>th</sup>) 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.

### 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.

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PROBATIONARY PERIOD: One (1) year  
C645 Public Safety Dispatch Supervisor  
Created: December 1977  
Revised May 2008  
Revised January 2025  
FPPC STATUS: Non-Designated  
FLSA STATUS: Non-Exempt