



# COUNTY OF NYE

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## CLASS TITLE: SUPERVISING DISPATCHER

### BASIC FUNCTION:

Under direction, performs duties and responsibilities of a dispatcher. In addition, provides technical work direction and coordination of dispatchers on a daily basis.

**REPRESENTATIVE DUTIES:** *(Performance of these functions is the reason the job exists. Assigned job tasks/duties are not limited to the representative duties).*

1. Performs the duties of a dispatcher as set out in that class description.
2. Oversees the day-to-day operations of the communications/dispatch; coordinates the activities and individuals involved in those activities and takes corrective actions to ensure uniformity of performance.
3. Prepares work schedules accommodating personnel power, work loads, sick and annual leave; forwards copies of work schedules to the Chief Dispatcher.
4. Demonstrates work activities for new employees through a field-training program in which those employees' performance is evaluated.
5. Reports disciplinary problems to the Chief Dispatcher as necessary.
6. Remains on call when assigned in event of operational questions and call out in emergency situations.
7. Acts as liaison with patrol and detention personnel to resolve operational problems between the various groups.
8. Fills in, in the absence of other dispatchers, to minimize overtime; reports changes to schedules or unforeseen overtime.
9. Maintains records with appropriate information regarding use of computers as well as messages transmitted or received through state teletype.
10. Contacts the Chief Dispatcher with regard to maintenance and/or repair requirements as needed.
11. Receives citizen's complaints regarding performance of dispatchers, records details of compliant and forwards to the Chief Dispatcher.
12. Responsible for accuracy of entries to NCIC/NCJIS by dispatchers.
13. Performs as Designated Instructor for the state teletype system, fulfills responsibilities as described by the state, and work under the direction of the T.A.C. completing any assigned tasks related to the state system but not limited to same.

**EDUCATION AND EXPERIENCE:**

Any combination equivalent to: graduation from high school or G.E.D. equivalency and work experience closely related to the responsibilities of the class which includes Field Training Officer (FTO).

**LICENSES and/or CERTIFICATIONS:**

Obtain and maintain ATAC certification and/or NCIC/NCJIS certification, call assessment certification and any other required certifications and proficiencies required to perform the duties and responsibilities of the classification.

**WORK DIRECTION, LEAD AND SUPERVISORY RESPONSIBILITIES:**

Provides technical work direction and coordination for dispatchers.

**CONTACTS:**

Co-workers, deputies, supervisors, detention deputies, general public, other law enforcement agencies, District Attorney's office, fire and ambulance personnel.

**PHYSICAL EFFORT:**

The physical and mental requirement described here are representative of those that must be met by an employee to successfully perform the essential function of the job.

Radio/telephone dispatch setting—subject to clerical filing, typing and lifting. Sitting for long periods of time.

In compliance with applicable disability laws, reasonable accommodations may be provided for qualified individuals with a disability who require and request such accommodations. Incumbents and individuals who have been offered employment are encouraged to discuss potential accommodations with the employer.

**WORKING CONDITIONS:**

Law enforcement dispatch environment—subject to poor lighting, abusive language from the public.