



COUNTY OF NYE

CLASS TITLE: Sheriff's Office Dispatch Manager

BASIC FUNCTION:

Under the direction of the Sheriff or designee, supervises staff and operations of the County's dispatch center and other areas as assigned; ensure compliance with policies procedures, and standards to enable the safety of all public safety responders and the public and administers JMS/RMS/CAD while operating as the EMD Manager and TAC for NCSO.

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

1. Must be able to perform the duties of a dispatcher as set out in the class description.
2. Manages the activities of assigned staff; coordinates, prioritizes and assigns tasks and projects; tracks and reviews work progress and activities; participates in the recruitment and selection of staff; undertakes disciplinary action as required; conducts performance evaluations; coordinates scheduling of staff to ensure proper operational coverage.
3. Develops, implements, and manages work rules and performance standards; develop plans for achieving program objectives and operational goals; develops short-and-long-term plans; develops and implements project management system.
4. Directs operations; resolves operational issues, ensures compliance with regulations; trains staff as required and provides operational and public safety related reporting.
5. Ensures that all equipment and systems are operating and functioning within defined parameters and regulatory requirements; maintains and updates systems and troubleshoots equipment and applications to identify operational problems and issues; reports and oversees technical repairs.
6. Serves as Terminal Agency Coordinator (TAC) for NCIC/NCJIS/NLETS. Ensure proper internal written procedures are developed and training provided. Conduct internal audits to ensure compliance. Comply with all state and federal audit requirements.
7. Provides 911 MSAG coordination to ensure proper data input for appropriate public safety response.
8. Maintains fingerprints and return records for NCSO, County Employees not employed by other Criminal Justice Departments, and contractors for the County.
9. Maintains knowledge of related technology, equipment, operational trends and innovations; participates in training, conferences and seminars as approved; coordinates with County IT Department on new equipment recommendations

and required maintenance, repair, or replacement to ensure optimal performance.

10. Conducts investigations of citizen and interdepartmental complaints and implements proper resolution to any issues that may arise; provides information, instructions and assistance to the public.
11. Contributes to the efficiency and effectiveness of the unit's service to its customers by offering suggestions and directing or participating as an active member of a work team.
12. Represents the County with dignity, integrity and a spirit of cooperation in all relationships with the public.

SKILLS, KNOWLEDGE & ABILITY:

EDUCATION AND EXPERIENCE:

Knowledge of:

- Principles and practices of employee supervision.
- Practices of developing teams, motivating employees and maintaining employee morale.
- Radio-telephone operations and procedures.
- Procedures used in operating Computer Aided Dispatch and 9-1-1 systems.
- Policies and procedures of receiving and processing emergency calls.
- Computer systems/software currently used in the Communications Department.
- Geographic features and directional information.
- General law enforcement codes, practices and methods.
- Call screening techniques and phone etiquette.
- Standard office practices and procedures, including records management.
- Communicating effectively in oral and written forms.
- Techniques for dealing with a variety of individuals from various socio-economic, ethnic and cultural backgrounds, in person and over the telephone.

Skill in:

- Planning, assigning, reviewing, and evaluating the work of assigned staff.
- Training staff in work procedures and policies.
- Working under pressure, exercising good judgment and making sound and timely decisions in emergency and non-emergency situations.
- Understanding and following oral and written instructions.
- Communicating clearly and concisely in writing during emergency and nonemergency situations.
- Recalling, identifying, and categorizing information.
- Performing the full range of public safety dispatching and 9-1-1 duties.
- Effectively listening to, communicating with, and eliciting information from upset, emotional and irate individuals.
- Dealing successfully with a variety of individuals from various socioeconomic, ethnic and cultural backgrounds, in person and over the telephone.
- Contributing effectively to the accomplishment of team or work unit goals, objectives and activities.

LICENSES:

Nevada Driver's License.
EMD certification
NCJIS/NCIC certification

WORK DIRECTION, LEAD AND SUPERVISORY RESPONSIBILITIES:

Provides technical lead work direction and coordination for dispatchers, lead dispatchers and dispatch supervisors and other civilians as assigned.

CONTACTS:

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

PHYSICAL EFFORT:

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

Mobility to work in a typical office setting and use standard office equipment, stamina to remain seated for extended periods of time; strength to lift and carry up to 20 pounds; vision to read printed materials and a computer screen, and hearing and speech to communicate in person, over the telephone and over the radio.

Work is performed in a high call volume emergency dispatch environment, where there is limited opportunity for physical movement and the dispatcher must remain alert and responsive while observing computer display screen for uninterrupted periods of time; may be subject to extended work periods without relief, periods of high call volume, and stressful situations.

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:

Work is performed under the following conditions: Law enforcement dispatch environment – subject to poor lighting, abusive language from the public.