

CITY OF SIMI VALLEY

COMMUNICATIONS SUPERVISOR

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.

SUMMARY DESCRIPTION

Under general direction, supervises, assigns, evaluates, and participates in the work of staff responsible for performing a variety of dispatching duties for emergency and non-emergency calls, dispatching police officers to calls for service, and operating a variety of communication equipment including radio, telephone, and computer systems; ensures work quality and adherence to established policies and procedures; and performs the more technical and complex tasks relative to assigned area of responsibility.

REPRESENTATIVE DUTIES

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

1. Supervise, oversee, review, and participate in the work of staff responsible for receiving emergency and non-emergency calls for service and dispatching field units to emergency situations.
2. Determine nature and location of call; determine priority of calls and dispatch units accordingly; provide assistance, information and directions to non-emergency callers.
3. Maintain awareness of field units' activity within the computer aided dispatch (CAD) system; communicate with field units through radio in accordance with Federal Communications Commission (FCC) regulations; maintain status and location of units on patrol.
4. Retrieve information from State and National computer networks regarding wanted persons, stolen property, vehicle registration, stolen vehicles and other related information; relay information to officers in the field.
5. Maintain reference library of resource material including City and school directories; dispatch reference information to field units as requested.
6. Respond to public inquiries in a courteous manner; provide information within the area of responsibility; resolve complaints in an efficient and timely manner.
7. Maintain and update police records as required; enter missing person and stolen vehicle information into proper computer program.
8. Establish schedules and methods for providing police dispatch services; identify resource needs; review needs with appropriate management staff; allocate resources accordingly.
9. Participate in the development of policies and procedures; monitor work activities to ensure compliance with established policies and procedures; make recommendations for changes and improvements to existing standards and procedures.
10. Recommend and assist in the implementation of goals and objectives; implement approved policies and procedures.
11. Participate in the selection of dispatch staff; provide or coordinate staff training; evaluate performance; work with employees to correct deficiencies; implement discipline procedures.
12. Review the work of assigned personnel to ensure compliance with department policies and procedures.
13. Participate in the preparation and administration of the assigned program budget; submit budget recommendations; monitor expenditures.

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14. Respond to complaints from citizens regarding dispatch operations; research complaints and gather related paperwork or tapes of radio transmissions or phone conversations.
15. Maintain and update all state, federal and local operational manuals associated with the dispatch center.
16. Prepare analytical and statistical reports on operations and activities.
17. Attend and participate in professional group meetings; stay abreast of new trends and innovations in the field of police and emergency dispatch.
18. Perform related duties as required.

QUALIFICATIONS

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of:

Operations, services and activities of a police communications center.
Operations of a computer aided dispatch system.
Current law enforcement codes, procedures and practices.
Principles and procedures of records keeping, security and dissemination.
Principles of supervision, training, and performance evaluation.
Modern and complex principles and practices of dispatching with use of radio system for communicating and receiving information.
Techniques of questioning for both emergency and non-emergency calls.
Streets, landmarks, and geography of the Simi Valley area.
English usage, spelling, grammar and punctuation.
Modern office procedures, methods and computer equipment.
Pertinent federal, state, and local laws, codes, and regulations.

Ability to:

Supervise, oversee, organize, and review the work of lower level staff.
Select, train, and evaluate staff.
Work under pressure, exercise good judgment and make sound decisions in emergency situations.
React calmly and effectively to emergency situations.
Establish priority of emergency situations.
Effectively communicate and elicit information from upset and irate callers.
Analyze and interpret maps.
Operate 9-1-1 systems, radio transmitting system, and computer aided dispatch system.
Respond to and resolve difficult and sensitive citizen inquiries and complaints.
Operate a variety of office equipment including a computer, teletype and radio.
Interpret and apply federal, state and local policies, procedures, laws, codes and regulations.
Communicate clearly and concisely, both orally and in writing.
Establish and maintain effective working relationships with those contacted in the course of work.

Education and Experience Guidelines - *Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

Education/Training:

Equivalent to the completion of the twelfth grade supplemented by college level course work in police communications, criminal justice or a related field.

Experience:

Three years of police dispatch experience; one year of lead supervisory responsibility desirable.

License or Certificate:

Possession of, or ability to obtain, a Peace Officer's Standards and Training (POST) Basic Public Safety Dispatcher certificate.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Environment: Police dispatch center environment; works with computers and dispatch radios; exposure to noise, unusual fatigue factors, emergency situations and electrical energy.

Physical: Essential and other important responsibilities and duties require maintaining physical condition necessary for sitting for prolonged periods of time restricted to immediate dispatch radio area; working closely with others; work irregular hours.

Vision: See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents.

Hearing: Hear in the normal audio range with or without correction.

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Johnson & Associates

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