

Douglas County Sheriff Office

JOB TITLE: SUPERVISOR, 911 OPERATIONS SUPPORT

Exempt: No	Job Type: 4065E
Pay Grade: E405	Department: Office of the Sheriff
Approved/Reviewed by: Sheriff Darren Weekly	Date: 07-31-2026

The Supervisor of 911 Operations Support is a key leadership position responsible for directing the Communications Center's training program, quality assurance/quality improvement (QA/QI) initiatives, accreditation compliance, continuing education, scheduling, and special operational projects. Classified as essential personnel, this position may be called in to assist with supervisory dispatch staffing, respond to Incident Dispatch Vehicle callouts, or provide operational support during large-scale emergency incidents. This position ensures new hires receive comprehensive onboarding, current staff maintain mandatory certifications and competencies, and the center continuously meets all applicable accreditation standards. Working in close collaboration with the Communications Manager, Operations Supervisors, Communications Training Officers (CTOs), and partner agencies, the Operations Support Supervisor drives operational excellence, consistency, and ongoing organizational growth.

Supervision Exercised: This position directly supervises new dispatch employees to include assigning, directing, developing, and evaluating performance. Oversees the Communications Training Officer (CTO) program, indirectly supervising the CTOs, while in the capacity of training.

Supervision Received: This position reports directly to the Communications Manager.

Essential Duties and Responsibilities: (The following examples are illustrative only, and are not intended to be exhaustive):

- Coordinates and oversees program activities relating to new dispatcher training and the CTO program. Assists in selecting, training, motivating, and evaluating CTOs and other trainers/instructors. Establishes goals, objectives, and priorities for program and participants.
- Collaborates with and oversees CTOs in the review, development, implementation, and maintenance of dispatcher training standards and materials, including creation and updating of new hire courses and materials; CTO manuals; Daily Observation Reports (DOR) formats, benchmarks, and standard evaluation guidelines.
- Facilitates and coordinates dispatcher orientation, academies, and training. Coordinates CTO schedules for trainee assignment.
- Review daily observation reports for trainees and provides necessary counsel, recommendations, and suggestions, as needed.
- Works as part of the leadership team to recommend, develop, review, update, and implement policies, procedures, operating guidelines, technology, and staffing that are current, applicable and sustainable.
- Looks for trends or patterns in trainee progress to recommend and implement adjustments to the training program for individual trainees, including remedial training plans and/or

expedited training processes.

- Responsible to keep all records and documentation on trainees until released from the training program.
- Oversees the continuing education and in-service training of all dispatch personnel.
- Identifies training needs, coordinates, and implements training based on required certifications, QA/QI results, new or updated policies and procedures, and new industry trends and technologies.
- Develops, oversees, and plans all aspects of the new hire communications academies.
- Establishes training goals and objectives with Communications Manager, making recommendations on training topics, speakers, and other related items.
- Maintains and updates dispatch training files.
- Coordinates and facilitates all certifications and recertification.
- Collaborates with shift supervisors to ensure timely completion of required training and certifications.
- On-going reviews of current dispatch procedures, revising or improving them, when necessary, to meet existing quality standards.
- Coordinates, develops, and implements improvement plans with the Communications Manager.
- Point of contact for outsourced Quality Assurance/Quality Improvement (QA/QI) provider.
- Conducts QA/QI reviews for member agencies upon request.
- Attend conference, conventions, or other various meetings and trainings to stay up to date on trends in technical advances, training development, and policies and procedures.
- Performs scheduling duties for the emergency communications center, to include new hire and current dispatchers.
- Primary CBI Terminal Agency Coordinator (TAC)
- Serves as the Communications Center's Accreditation Coordinator by overseeing all aspects of the agency's accreditation programs, including CALEA and APCO Agency Training Program Certification (ATPC).
- Performs related duties, as assigned.

Knowledge, Skills and Abilities:

- Comprehensive understanding of APCO, NENA, and NFPA standards, as well as state and federal rules and regulations governing public safety communications and 911 operations.
- Advanced technical knowledge of Computer-Aided Dispatch (CAD), Law Enforcement Records Management Systems (LERMS), RapidSOS, Emergency Notification Systems, IPAWS, 911 recording technologies, and primary Communications Center equipment.
- Thorough working knowledge of Emergency Medical Dispatch (EMD) protocols, Quality Assurance/Quality Improvement (QA/QI) processes, and principles for planning and conducting training across diverse public safety disciplines.
- Proficiency in delivering clear, concise oral and written communications, including drafting procedural manuals, business correspondence, and technical reports.
- Strong organizational and problem-solving skills applied to managing complex assignments, directing projects, and navigating situational challenges.
- Demonstrable skill in active listening, diplomacy, and delivering or receiving constructive feedback to maintain credibility across all organizational levels.
- Ability to exercise sound judgment, high-level discretion, and self-direction when leading

projects or resolving operational issues.

- Ability to establish and maintain positive, professional working relationships with command staff, agency managers, coworkers, partner jurisdictions, volunteers, and member agencies.

Minimum Qualifications:

- High school diploma or GED required; advanced education or specialized field training preferred.
- Must possess and maintain a valid Colorado Driver's License.
- Minimum of five (5) years of public safety dispatching experience, with demonstrated hands-on experience dispatching both police and fire radio disciplines.
- Minimum of three (3) years of Communications Training Officer (CTO) experience, backed by a background in adult education or instructional design.
- Minimum of two (2) years of supervisory experience preferred.
- Must hold active certifications in Public Safety Dispatching and Emergency Medical Dispatch (EMD).
- Must be eligible to obtain EMD Quality Assurance (EMD-Q) certification within 90 days of hire.

Competencies

Communication Skills: Effectively conveys information and expresses thoughts and fact clearly, orally and in writing; demonstrates effective use of listening skills; displays openness to other people's ideas and thoughts. Able to communicate effectively and maintain a positive working relationship with those we dispatch for. Is able to be assertive, when necessary to control an emergent situation. Projects voice clearly and can control a conversation under stressful conditions.

Social Awareness: Controls personal emotional responses and acts appropriately under high levels of personal stress. Listens with empathy towards others and displays compassion to those in distress. Acts in a manner designed to calm callers in distress.

Multi-Tasking: Can handle multiple projects and responsibilities simultaneously.

Reliability: Demonstrates integrity and accountability. Completes quality work assignments in a timely and efficient manner; fulfills responsibilities and maintains confidentiality as appropriate. Regular predictable attendance.

Customer Service: Demonstrates the ability to anticipate responder and citizen needs and deliver services effectively and efficiently using a professional demeanor.

Testimony: Must be able to provide credible testimony in a court of law or any other legal proceeding or investigation.

Note: The successful applicant must be able to perform ALL of the above job functions, unassisted, and at a pace and level of performance consistent with actual job requirements.

Other: In the event of an emergency/disaster in or near the County, all County employees are expected to make every effort to be available to assist the County Manager, Elected/Appointed Officials and Department Directors to ensure the continued operation of any and all necessary County functions. This may mean being available to perform additional duties and hours beyond what is normally required. In the event an exempt employee does work more than 40 hours a week in support of County operations during an emergency, such employee may receive overtime or other appropriate wage compensation in accordance with existing County policies or at the discretion of the County.