

Douglas County Sheriff Office

JOB TITLE: DISPATCH SUPERVISOR

Exempt: No	Job Type: 4051E
Pay Grade: E405	Department: Office of the Sheriff
Approved/Reviewed By: Sheriff Darren Weekly	Date: 01-10-23

General Duties: The Dispatch Supervisor is responsible for the daily shift operations for the 911 Emergency Communications Center. Douglas Regional 9-1-1 is a CALEA accredited center responsible for providing emergency communication services, including law, fire, and EMS, for unincorporated Douglas County and Elbert County. Supervisors are responsible for ensuring emergency and non-emergency calls for service are answered promptly by staff and that appropriate units are dispatched efficiently. Supervisors are to ensure all communications equipment is functioning appropriately. Provides oversight and leadership for assigned team to include training, coaching, and mentoring. Responsible for a variety of administrative duties related to the communications center.

Supervision Exercised: Exercises direct supervision over communications staff.

Supervision Received: Reports directly to the Communications Manager.

Examples of Duties and Responsibilities:

- Ability to perform all functions of a 911 Dispatcher as needed (ex: call taking, EMD, and radio dispatch both Fire and Law Enforcement).
- Supervises and mentors assigned team. Administers and makes recommendations for routine personnel matters, including interviewing, hiring, training, assigning job duties, scheduling, appraisals, approving timesheets and corrective action.
- Assists in developing and implementing goals and objectives to enhance career development.
- Hosts and attends regularly scheduled meetings, i.e. in-service training, supervisor meetings, team meetings, etc., and participates in department committees and special projects as required.
- Reviews and inspects work for quality, accuracy, and completeness ensuring compliance with established policies and procedures.
- Recommends, advocates, and implements changes and updates to existing policies and procedures.
- Inspects communications equipment for proper functioning and coordinates/oversees equipment maintenance.
- Generates reports from CAD; archived files and E911 phone system as requested and according to policy and procedure.
- Receives, researches, and responds to incoming questions or minor complaints. Provides information, explains policy and procedure, and facilitates a resolution.

- Works directly with the Communications Manager to serve as a liaison to various public safety agencies to determine telecommunications and dispatch needs, address concerns of users, and maintain a cooperative working relationship.
- Demonstrates the philosophy, mission, and core values of the Sheriff's Office in the performance of job responsibilities.

Abilities:

- Must maintain effective and professional written and oral communication skills at all times.
- Work under pressure, exercising good judgment.
- City, State and Federal laws as they apply to public safety dispatching.
- Supervise and motivate a team of communication center dispatchers in a high stress environment.
- Knowledge of conflict resolution techniques.
- Experience with investigating complaints concerning the performance of dispatchers.
- Work with frequent interruptions and respond appropriately to unexpected situations.
- Exercise initiative in the improvement of communications center operations.
- Practical knowledge of standard operating procedures (SOPs) and department policy and procedures and ensure compliance by center personnel.
- Knowledge of equipment and software programs used in the communications center and ability to troubleshoot problems.
- Ability to generate, analyze, and distribute statistical reports, as required.
- Interpret and explain county and Sheriff's Office policies and procedures.
- Understand and apply principles of supervision

Minimum Requirements:

- High school diploma or equivalent required. Advanced education or training related specific to public safety and law enforcement environment preferred.
- Four (4) years of increasingly responsible experience in law enforcement, public safety, or a similar environment is preferable.
- Minimum of one-year supervisory experience over a team, unit, department, or shift required.
- Previous supervisory or leadership experience in a high-stress, fast-paced environment or paramilitary environment is highly desired.
- Experience with mentoring and coaching individuals and promoting professional growth.
- Experience with developing and delivering formal training materials and sessions.
- Must have excellent interpersonal skills and the ability to demonstrate diplomacy and credibility when interacting with others.
- Must have the ability to obtain and maintain required certifications in CCIC/NCIC, NENA Core Competencies, CPR, EMD, and EMD-Q.
- Demonstrate effective written and verbal communication skills.

- This is a shift position that requires the ability to work nights, weekends, and holidays in a closed, secure environment. Ability to work on-call and mandatory overtime is required.
- Possession of a valid Colorado Driver's License, and a good driving record.

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 that 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.