Effective Date: 11-01-1989
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Douglas County Sheriff Office

JOB TITLE: SUPERVISOR, DISPATCH

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 a critical leadership position responsible for the daily shift operations of the 24/7 Douglas Regional 9-1-1 Emergency Communications Center. Classified as an essential role vital to continuous public safety operations, this position requires flexibility to work any shift—including nights, weekends, and holidays—and must be available for immediate recall during major emergency events or critical incidents. Operating within a CALEA-accredited center, the Dispatch Supervisor oversees the delivery of emergency law enforcement, fire, and EMS communications for unincorporated Douglas County and Elbert County. The position ensures emergency and non-emergency calls are answered promptly, appropriate units are dispatched efficiently, and all critical communications systems remain fully operational. Additionally, the supervisor provides direct leadership, training, coaching, and mentorship for assigned shift personnel while managing a variety of essential administrative functions.

Supervision Exercised: Exercises direct supervision over communications staff.

Supervision Received: Reports directly to the Communications Manager.

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

- 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.

Knowledge, Skills and Abilities:

- Maintain effective, professional written and oral communication skills across all operational levels at all times.
- Perform under high-stress conditions, exercising sound judgment, managing frequent interruptions, and responding decisively to unexpected emergency situations.
- Apply modern supervisory principles to lead, mentor, and motivate communications personnel, building team confidence within a high-pressure environment.
- Demonstrate strong knowledge and practical application of conflict resolution techniques to mediate workplace and operational issues.
- Exercise independent initiative to evaluate processes and drive continuous improvement within Communications Center operations.
- Maintain thorough knowledge of local geography, including primary thoroughfares, hundred-block address systems, county boundaries, law enforcement sectors, and fire response districts.
- Possess deep practical knowledge of Standard Operating Procedures (SOPs), agency policies, and County guidelines, ensuring strict compliance across shift personnel.
- Demonstrate advanced proficiency with personal computers, Windows-based applications, and specialized Communications Center software/hardware, with the ability to troubleshoot technical issues and analyze, generate, and distribute statistical reports.
- Must obtain and maintain active certifications in CCIC/NCIC, NENA Core Competencies, CPR, EMD, and EMD-Q.

Minimum Qualifications:

- High school diploma or GED required; advanced education or specialized field training preferred.
- Minimum of five (5) years of dispatching experience.
- Minimum two (2) years of supervisory experience preferred.
- Minimum two (2) Communications Training Officer (CTO) preferred.
- 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 Drivers License.

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. 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.