



Administrative Public Safety Dispatch Supervisor

Job Description

Department: Sheriff
Position: Career Service
Starting Step: 40, Table 14
Supervisory: Yes
Reports to: Lieutenant - Enforcement

Summary

The Administrative Public Safety Dispatch Supervisor is responsible to coordinate the dispatch function for emergencies and drills requiring operation of the Emergency Operation Center. This role serves as the primary Terminal Agency Coordinator for the Utah County Sheriff's Office and oversees compilation and dissemination of criminal statistical data and submission of incident based reports.

Essential Functions

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Coordinate the dispatch function with department emergency management personnel during emergencies and for planned drills. Arrange for sufficient coverage and make assignments. Assist in evaluating call taking and dispatching services provided upon conclusion of the emergency or drill to identify areas needing improvement and methods to improve efficiency.
2. Perform call taking and dispatching duties during operation of the Emergency Operation Center (EOC). Log, track, and route National Incident Management System (NIMS) messages in the appropriate data base. Dispatch and track search and rescue and other personnel assigned to the emergency when applicable.
3. Serve as the Bureau of Criminal Identification (BCI) point of contact for record validations, quality control, dissemination of manuals and other publications, security, user training, audits, and system matters. Oversee training and testing of all department operators who access the Utah Criminal Justice Information System files (UCJIS) and other data bases to ensure compliance with BCI requirements. Ensure records are disseminated in accordance with Right of Access Regulations.
4. Schedule and coordinate the work of the Administrative Public Safety Dispatcher. Evaluate performance and conduct performance appraisals in coordination with the Lieutenant.
5. Oversee or personally conduct monthly validation for all records entered in the National Crime Information Center (NCIC) data base before automatic purge date.
6. Oversee and participate in gathering, compiling, and disseminating statistics related to calls for service and crimes committed. Oversee and prepare charts, graphs, maps, and written reports of specific crimes by area, section, type, time of day, and other meaningful variables used to

For Office Use Only

Class Code: 6470

Class Title: Administrative Public Safety Dispatch Supervisor

FLSA: Non-Exempt

Effective Date: 7/20/2017

Public Safety: No

Worker's Compensation: County

Background Level: Civilian

Safety Sensitive: Yes

DOT: No

enhance directed patrol and investigative activity and aid in the intervention and solution of criminal activity and the effective deployment of police assets.

7. Prepare and oversee reports and records required to provide accurate statistical information for filing National Incident Based Reporting (NIBR) crime reports with state and federal agencies.
8. Advise and educate department personnel in crime analysis procedures and the use of related computer systems and tools. Attend patrol and detective briefing sessions when requested and answers questions stemming from analytical findings.

Knowledge, Skills, and Abilities

Knowledge of standard office practices

Knowledge of proper grammar, spelling, and punctuation

Knowledge of Utah County Rules and Regulations

Knowledge of Sheriff's Office Policies and Procedures

Knowledge of emergency dispatch procedures

Knowledge of regulations regarding various law enforcement systems and data bases such as Spillman Computer-Aided Dispatch, Utah Criminal Justice Information System (UCJIS), National Crime Information Center (NCIC), National Crime Information Center (NCIC), and Bureau of Criminal Investigations (BCI)

Skilled in reading, writing, and basic math

Skilled in operating standard office equipment

Skilled in using radios and computer -aided dispatch equipment

Skilled in word processing and data entry

Skilled in gathering and condensing voluminous information into presentable spreadsheets, charts, graphs, maps, and reports

Ability to maintain cooperative working relationships with those contacted work activities

Ability to effectively supervise others while maintaining own work load

Ability to rapidly prioritize emergency and non-emergency situations and remain professional in emotionally charged situations

Ability to communicate verbally and in writing

Supervisory Responsibility

This position has direct supervisory responsibility, and does serve as a coach and mentor for other positions in the department.

Work Environment

This job typically operates in a professional office environment routinely uses standard office equipment such as a laptop, desktop, smartphone, photocopiers, shredders, and filing cabinets. The noise level in the work environment is usually moderate. Work is also performed in the Emergency Operations Center (EOC) which may expose the incumbent to increased noise and to highly stressful situations affecting the safety and lives of others. This role occasionally drives a motor vehicle.

For Office Use Only

Class Code: 6470

Class Title: Administrative Public Safety Dispatch
Supervisor

FLSA: Non-Exempt

Effective Date: 7/20/2017

Public Safety: No

Worker's Compensation: County

Background Level: Civilian

Safety Sensitive: Yes

DOT: No

Physical Demands

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

While performing the duties of this job, the employee is required to use manual dexterity to handle, feel, and operate objects, tools and controls, and reach with hands and arms. This employee is frequently required to stand, talk, and hear. Specific vision abilities by this job include close vision and ability to adjust focus. The employee is required to type, file and lift office supplies up to 25 pounds.

Position Type/ Expected Hours of Work

The employee must work 40 hours each week to maintain full-time status. There is availability to work out a flex schedule ahead of time that works for both the County and the employee. Occasional evening and weekend work may be required as job duties demand. Work in the EOC during an emergency may require working for extended hours with little notice.

Required Education and Experience

1. High school diploma or equivalent
2. Five (5) years of dispatcher work experience with the Utah County Sheriff's Office or a similar law enforcement agency with two (2) of these years in the capacity of a Dispatch Shift Supervisor, a Terminal Agency Coordinator or other specialty dispatch position such as Quality, Training, or PSAP Coordinator

Additional Eligibility Qualifications

1. Applicants must possess a current driver's license and obtain a valid State of Utah driver's license within 60 days of employment
2. Applicants must possess current certification as follows:
 - a. Dispatcher through POST (Utah Peace Officer Standards and Training)
 - b. Emergency Medical Dispatch (EMD)
 - c. Emergency Fire Dispatch (EFD)
 - d. CPR
 - e. BCI
3. Selected applicants must pass a typing test at or above the rate of 40 WPM net
4. Selected applicants are subject to, and must pass, a full background check

County employees being reassigned or transferred to this classification must possess all certifications upon reassignment or transfer

AAP/EEO Statement

It is the policy of Utah County Government to assure equal employment opportunity to its employees and applicants for employment without regard to race, color, religion, national origin, disability, age, sex, sexual orientation, genetic status or gender identity.

For Office Use Only

Class Code: 6470

Class Title: Administrative Public Safety Dispatch
Supervisor

FLSA: Non-Exempt

Effective Date: 7/20/2017

Public Safety: No

Worker's Compensation: County

Background Level: Civilian

Safety Sensitive: Yes

DOT: No

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee of this job. Duties, responsibilities, and activities may change at any time.

Utah County Government is a drug-free workplace.

Below is to be completed after an offer has been extended and accepted.

Signatures

This job description has been approved by all levels of management:

Manager _____

Department Head _____

HR Director _____

Employee signature below constitutes employee’s understanding of the requirements, essential functions and duties of the position

Employee _____ Date _____

For Office Use Only

Class Code: 6470

Class Title: Administrative Public Safety Dispatch Supervisor

FLSA: Non-Exempt

Effective Date: 7/20/2017

Public Safety: No

Worker’s Compensation: County

Background Level: Civilian

Safety Sensitive: Yes

DOT: No