

## UTAH COUNTY JOB DESCRIPTION

CLASS TITLE: DISPATCH SHIFT SUPERVISOR  
CLASS CODE: 6189

FLSA STATUS: NON-EXEMPT

EFFECTIVE DATE: AMENDED 4/17/08 (Revised 03/29/2007 version)  
DEPARTMENT: SHERIFF - DISPATCH

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### JOB SUMMARY

Supervises dispatch shift activities and personnel. Performs call taking and dispatching duties. Additionally, incumbent may be under special assignment to serve as the Terminal Agency Coordinator (TAC), Public Safety Answering Point (PSAP) Coordinator, 911 Training Coordinator, or Quality Assurance (QA) Coordinator.

### CLASS CHARACTERISTICS

This is the first line supervisor classification within the dispatch function.

### ESSENTIAL FUNCTIONS

Supervises dispatch shift activities and makes staffing decisions related to hiring, training, performance evaluation, scheduling of workload, delegation of assignments, and retention of assigned personnel.

Approves or denies vacation and other leave requests ensuring unit is appropriately staffed at all times.

Responds to questions and complaints from the public, outside agencies, subordinates, and other county departments in accordance with policies and procedures.

Reviews gathered information for records check requests and ensures appropriate confidentiality is maintained.

Monitors dispatch equipment, orders needed supplies, and reports needed repairs.

Performs all duties of Call Taker and Dispatcher I and II as needed.

Provides comprehensive training for new hires. Provides feedback, documents areas needing improvement, and tracks progress.

Prepares dispatch personnel work schedule for rotational intervals.

Correlates dispatch functions within the department, with other county departments, volunteer groups, and outside agencies.

Attends meetings with divisional personnel, outside agencies, and other county departments to coordinate activities and training.

Prepares various reports, records, logs, memoranda, time sheets, and other necessary records to ensure compliance with policy and procedures, and statutory provisions.

Compiles, maintains, and reviews all reports, daily work records, time cards, payroll information, work specifications, shift logs, and appropriate documentation for assigned personnel.

Ensures all POST, Emergency Medical Dispatching (EMD), Emergency Fire Dispatching (EFD), Emergency Police Dispatching (EPD), CPR, BCI, and other required certifications are received and maintained by subordinates.

Serves as dispatch liaison for the Emergency Medical Services (EMS) Council, Fire Chief's Council, Utah County Emergency Operation (EOC), Spillman Board, Global Information Systems (GIS) Committee, and in other areas as assigned.

Assists the Dispatch Lieutenant in budget and purchasing matters. Researches new and/or existing products, technology advancements, and work load increase potential.

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### **ADDITIONAL FUNCTIONS - SPECIAL ASSIGNMENTS**

#### **Terminal Agency Coordinator (TAC)**

Develops and presents training and testing for all operators and user agencies that access the Utah Criminal Justice Information System files (UCJIS) and other data bases in accordance with BCI and other requirements.

Serves 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.

Performs monthly validation requirements for all records entered on National Crime Information Center (NCIC) data base before automatic purge date.

Ensures records are disseminated in accordance with Right of Access Regulations.

Oversees the updating of department manuals including BCI operations manual, terminal operators guide, NCIC code manual, NCIC operations manual, and the dispatch training manual.

#### **Public Safety Answering Point (PSAP) Coordinator**

Ensures appropriate 911 dispatch service. Oversees performance of 911 operations including equipment and record maintenance.

Ensures all equipment including computers, phones, recorders, 911 services, screens, and alarms are functional and operational. Coordinates 911 phone system with phone companies.

Maintains 911 data base including Master Street Address Guide (MSAG), Electronic Service Number (ESN), and ANI/ALI updates.

Ensures that Dispatch policy and procedure manuals are in compliance with Sheriff's Office, County, and federal guidelines.

#### **911 Training Coordinator**

Oversees the training process for all new hires. Provides initial classroom instruction, and evaluates the new hire's readiness for workstation training. Monitors workstation training progress through weekly status reports, evaluations, and interviews; and assists in areas that need improvement.

Researches, develops, and coordinates training materials and programs including continuing dispatch education.

Evaluates training style, technique, and accuracy of those administering training and provides feedback and instruction in areas needing improvement.

Works with the Personnel Office on recruitment and staffing issues.

#### **Quality Assurance Coordinator**

Uses case evaluation records to conduct random case reviews to measure protocol compliance.

Organizes, appropriately distributes, and files all quality assurance findings and recommendations.

Serves on local, regional, and state dispatch committees as assigned including the Dispatch Review and the Dispatch Steering Committees.

Coordinates emergency dispatch research and projects by retrieving and analyzing case review data.

Coordinates program development for emergency dispatcher training and continuing dispatch education.

Coordinates and facilitates all emergency dispatcher certification and re-certification training as required by the National Association of Emergency Dispatch (NAED) including Emergency Medical Dispatcher and Emergency Fire Dispatcher certifications.

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### **KNOWLEDGE, SKILLS, AND ABILITIES**

Ability to respond in a quick, effective manner to render assistance in an emergency; Ability to communicate clearly and concisely with callers and staff; Ability to solve problems and prioritize tasks rapidly; Advanced knowledge of UCJIS, NCIC and BCI regulations, and other dispatch operations, policies, and procedures; Skill in making CAD entries; Knowledge of supervisory techniques; Skill in appraising employees' performance; Ability to train others in detailed procedures; Skill in preparing training and policy manuals; Skill in organizing and maintaining files; Ability to establish and maintain effective working relationships with those contacted in course of work activities; Ability to remain calm and professional in emotionally charged situations; and Ability to organize, assign, monitor, and evaluate the work of others.

### **PHYSICAL DEMANDS**

Sit at a desk or console for extended periods of time; Occasionally walk, stand, or stoop; Occasionally lift, carry, push, pull, or otherwise move objects weighing up to 25 pounds; Use tools or equipment requiring a high degree of dexterity; Work for sustained periods of time maintaining concentrated attention to detail; Need to distinguish between shades of color; and Distinctively and effectively communicate via telephone and/or radios.

Accommodation may be made for some of these physical demands for otherwise qualified individuals who require and request such accommodation.

### **WORKING CONDITIONS**

Work is performed in an office, computer room, or other environmentally controlled room; Work is performed in a very noisy place; Work requires incumbent to work rotating shifts; Work may occasionally be performed in the field; and Work exposes incumbent to highly stressful situations including life or death decisions involving the safety of officers, fire and EMS personnel, and the general public. Incumbent often receives, and must often relay, negative information.

### **EDUCATION AND EXPERIENCE**

Equivalent to a high school diploma plus four (4) years of dispatcher work experience with the Utah County Sheriff's Office or similar law enforcement agency, at least two years of which are as a Dispatch II or equivalent if hired from another agency. Must pass typing test at or above the rate of 40 WPM net. Prior to receiving the functional assignment of TAC, PSAP Coordinator, 911 Training Coordinator, or QA Coordinator, an incumbent should have one (1) year work experience as a Dispatch Shift Supervisor with the Utah County Sheriff's Office.

Selected applicants are subject to, and must pass, a full background check. Selected applicants may be subject to a background check.

### **LICENSING AND CERTIFICATION**

Incumbent must *possess* and maintain current POST (The Utah State Peace Officer Standards and Training) certification as a Dispatcher, and Emergency Medical Dispatch (EMD), CPR, and BCI certifications. Incumbent must *obtain*, and thereafter maintain, Emergency Fire Dispatch (EFD) certification during the probationary period for new hires or during the trial period for promoted County employees. County employees being reassigned or transferred to this classification must possess all certifications upon reassignment or transfer.

This description lists the major duties and requirements of the job and is not all-inclusive. Incumbent(s) may be expected to perform job-related duties other than those contained in this document and may be required to have specific job-related knowledge and skills.