



OAKCREEK
— WISCONSIN —

Position: Dispatch Unit Manager
Department: Police

Unit: Non-Union
FLSA Status: Exempt

Summary Description

The Dispatch Unit Manager is a management position and is responsible to the Captain of Operations Division for the activities, conduct, and efficiency of all personnel assigned to the Dispatch Unit as assigned.

Supervision/Accountability

This position is accountable directly to Captain of Operations Division; and has supervisory duties over the following positions:

- Employees assigned to the Dispatch Unit.

Major Duties/Essential Functions

Responsible for the administrative duties, including planning, organizing, and directing the activities of all civilian personnel assigned to the Dispatch Unit.

Responsible for enforcing the orders, rules and regulations of the department within the Dispatch Unit.

Reviews, evaluates and develops programs, policies and procedures for Dispatch Unit operations. Coordinates and supervises the training, assignment, and development of subordinate employees.

Evaluates work performance of subordinates and prepares performance evaluations. Counsels assigned personnel on job performance and disciplinary matters. Has the authority to effectively recommend hiring, transfer, discipline or discharge of employees. Recognizes positive job performance and reports the same with recommendation for recognition to his/her superiors.

Monitors condition of communications equipment and arranges for repair and routine maintenance as needed. Evaluates Dispatch Unit equipment requirements and makes recommendations on purchase or replacement of equipment.

Coordinates the utilization of the department's computer system as it relates to the Dispatch Unit to include computer-aided dispatch, police records, and business records.

Minor Duties/Responsibilities

Assists in the preparation and administration of the department budget. Prepares written recommendations for all Dispatch Unit budget needs to include personnel, new equipment, supplies, maintenance costs, and training needs.

Researches and responds to citizen inquiries and complaints regarding Dispatch Unit procedures and the delivery of emergency and routine services by Dispatch Unit personnel.

Establishes and maintains a positive working relationship with members of the community and other employees.

Attends training courses, meetings, and conferences as directed by superior. Attends meetings and represents the department when so assigned.

Assists in clerical/dispatcher contract negotiations and works to maintain harmony among subordinates and resolve any work related grievances.

Administers alarm billing program and other miscellaneous programs as may be assigned.

Responsible for compliance of Dispatch Unit personnel with the rules and regulations of the Federal Communications Commission as pertaining to the operation of public safety communications systems.

Responsible for ensuring the proper maintenance of records, logs, and audio records required within the Dispatch Unit.

Responsible for the TYME System to insure proper operation and compliance with TYME System rules and regulations

Capable of performing any of the duties of Dispatch Unit staff when assigned.

Performs other duties as assigned.

Knowledge

Thorough knowledge of policies, procedures, and rules governing the operation of the Police Department. Has a substantial knowledge of the duties and responsibilities of all personnel assigned to the Dispatch Unit. Knowledge of principles and practices of supervision including assigning, evaluating, and modification of work; knowledge of payroll/personnel practices including overtime, holiday, sick and vacation requirements, grievance and disciplinary procedures. Thorough understanding of management and labor relations and the statutory provisions governing municipal labor relations. Knowledge of a variety of computer systems, computer software and electronic data processing equipment; working knowledge of modern records management techniques, office practices and procedures. Possesses a broad knowledge of communications equipment and dispatching methods and procedures.

Skill/Ability

Must be physically able to perform the duties required of a Dispatch Unit Manager. Considerable ability to accept responsibility, to make decisions, to delegate responsibility, and to motivate a large number of people toward a coordinated effort. Ability to effectively use time and resources to accomplish activities; supervising others and maintaining effective relations with those encountered in the course of work. Ability to effectively handle a variety of difficult situations and problems. Ability to record and maintain records; ability to effectively establish and effectively maintain relationships with employees, supervisors, other departments, officials, and the public; able to communicate effectively verbally and in writing; ability to handle stressful situations. Ability to exercise and

demonstrate professionalism, good judgment, integrity, discretion, dependability, enthusiasm and initiative. Ability to research and obtain pertinent information through various resources.

Education/Experience

Must have a Bachelor’s Degree. Must have a minimum of three (3) years of communication/dispatch unit experience. Supervision experience preferred.

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

While performing the duties of this job, the employee is required to sit, talk and hear. The employee is regularly required to use hands to type, finger, handle, or feel tools or controls, and reach with hands and arms. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, and the ability to adjust focus. The employee is required to hear and respond to telephone conversations without the aid of hearing equipment.

License/Certifications

Possession of a valid Wisconsin motor vehicle operator’s license is required. Certification or the capacity to meet certification requirements as a TYME system operator and any other minimum standards set by the Wisconsin Department of Justice, Division of Training and Standards, as applicable to the position of Dispatch Unit Manager.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position. The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Approved By: 
City Administrator

Reviewed By: 
HR Manager

Reviewed By: _____
Police Chief

Revision History:

April 1, 2020

January 10, 2013