



Position: Emergency Services Dispatch Supervisor
Department: Police

Unit: Non-Union
FLSA Status: Exempt

Summary Description

As a working supervisor, assist the Dispatch Manager with monitoring and evaluating the activities, conduct, and efficiency of all personnel assigned to the Dispatch Unit.

Supervision/Accountability

This position is accountable directly to the shift commander on duty, with overall accountability to the Dispatch Manager or his/her designee; no supervisory duties.

Major Duties/Essential Functions

Perform all the duties of an Emergency Services Dispatcher.

Assist with planning, organizing, and directing the activities of all personnel assigned to the Dispatch Unit.

Assist with enforcing orders, rules and regulations of the Police Department and the Dispatch Unit.

Assist with supervising training, assignments, and development of subordinate employees.

Assist with job performance evaluations, hiring, transfer, discipline or discharge of Dispatch employees.

Minor Duties/Responsibilities

Confer with Dispatch Manager on a regular basis, concerning work processes, incidents, problems, plans, advice, assistance, and instruction.

Establish and maintain a positive working relationship with members of the community and other employees.

Attend training courses, meetings, conferences as directed by supervisor. Attend meetings and represent the Dispatch Unit when assigned.

Monitor compliance of dispatch personnel with the rules and regulations of the Federal Communications Commission relating to the operation of public safety communications systems.

Monitor proper operation and compliance with TIME System rules and regulations.

Oversees at least two of the following specialty units that require attending meetings, additional trainings and additional duties above and beyond Dispatch Supervisor job duties:

- Communications Training Officer (CTO)
- CPR Instructor
- Mentor Program
- Training Unit
- Validations Officer

Must remain proficient, maintain workload, and meet performance standards to remain in the specialty unit. Assignments to specialty units are at the discretion of the Dispatch Manager.

Perform other duties as assigned.

Knowledge

Thorough knowledge of: department policies, procedures, and rules governing the operation of the Police Department and Dispatch Unit; duties and responsibilities of personnel assigned to the Dispatch Unit; Federal Communications regulations governing law enforcement communications; traffic ordinances, City Codes, and other pertinent laws; two-way radio communications, communications equipment and dispatching methods and procedures.

Skill/Ability

Must possess considerable ability to: accept and delegate responsibility; make decisions; motivate people; use time and resources effectively to accomplish activities; handle a variety of difficult situations and problems; record and maintain records; effectively establish and maintain relationships with employees, supervisors, other personnel, officials and the public; communicate effectively both verbally and in writing; handle stressful situations; exercise and demonstrate supervisory responsibility, professionalism, good judgment, integrity, discretion, dependability, enthusiasm and initiative; research and obtain pertinent information through various resources.

Education/Experience

Any combination equivalent to education and experience that provides the required knowledge and skills required for this position. At a minimum, must have a high school diploma or G.E.D. certificate; Associate's Degree preferred. Must have a minimum of two (2) years of communications experience

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 required to use hands to type, finger, handle, or feel objects, 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 driver's license preferred. Certification or the capacity to meet certification requirements as a TIME system operator and any other minimum standards set by the Wisconsin Department of Justice, Division of Training and Standards, as applicable to Emergency Service Dispatchers. Loss of certification may be cause for demotion or termination.

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 14, 2005