

**Jefferson County
Job Description**

Position Title:	Supervising Public Safety Dispatcher	Grade Level:	VI
Department	Emergency Communications	Date:	January 2025
Reports to:	Director of Emergency Communications	FLSA Status	Non-Exempt

Statement of Duties: Employee is responsible for directly supervising the operation of the Communications Center and its employees. Ensures that all calls are received, assessed, assisted and disbursed to the appropriate Public Safety agency. Employee is required to perform all similar or related duties.

Supervision Required: Employee works under the general supervision of the Director and/or Deputy Director of Emergency Communications. The employee is familiar with the work routine and uses initiative in carrying out recurring assignments independently. The employee provides instruction as needed. Employee refers unusual situations to the chain of command for advice and further instructions. Employee reviews and checks work to insure that completed work and methods used are technically accurate and that instructions are being followed. In many cases, the work is self checking, for example, requiring field units to answer a radio call and acknowledge radio traffic before proceeding.

Supervisory Responsibility: Employee provides immediate functional or technical supervision over a team of other full time employees assigned to the shift. Subordinates work in the same department and the work of the supervised employees is essentially the same as the work of the supervisor. The employee distributes and balances the workload, assures timely completion of the work; instructs employees in specific tasks or explains work methods, indicates applicable reference material, checks work progress, reviews completed work, answers questions and resolves problems, provides on-the-job training to new employees; reports disciplinary problems, performance and training needs of employees; resolves simple, informal complaints of employees and refers others to the Director or Deputy Director. The employee will investigate complaint allegations assigned by the chain of command. The employee may approve leave for a few hours or for emergencies.

Confidentiality: Employee has access to confidential information of the department, including criminal investigations.

Accountability: Consequences of errors, missed deadlines or poor judgment may include time loss, adverse public relations; jeopardize programs, monetary loss, and labor/material costs danger to public health/safety, officer safety, and legal repercussions.

Judgment: Numerous standardized practices, procedures, or general instructions govern the work and in some cases, may require additional interpretation. Judgment is needed to locate, select, and apply the most pertinent practice, procedure, regulation, or guideline.

Complexity: The work consists of a variety of duties which generally follow standardized practices, procedures, regulations or guidelines. The sequence of work and/or the procedures followed vary according to the nature of the transaction and/or the information involved, or sought, in a particular situation.

Work Environment: Work is performed in a communications environment, wearing a headset

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and speaking to the public in sometimes stressful situations, operating communications equipment, radio consoles, telephones and computer systems; sustained posture in a seated position for prolonged period of time. Employee may be exposed to biohazards, emotional stress, and risk of personal injury.

Nature and Purpose of Relationships: Relationships are constantly with co-workers and the public. The employee serves as a spokesperson or recognized authority of the organization in matters of substance or considerable importance. The employee communicates departmental practices, procedures, regulations or guidelines. May be required to discuss controversial matters where tact is required to avoid friction and obtain cooperation.

Occupational Risk: Duties of the job present little potential for injury to the employee. Risk exposure is similar to that found in typical emergency dispatch settings.

Essential Functions:

The essential functions or duties listed below are intended only as illustrations of the various type 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.

1. Performs duties of dispatcher and oversees the work of dispatchers assigned to the shift. Ensures for effective, efficient, prompt and courteous emergency communications with the public and public safety agencies of Jefferson County.
2. Oversees the work of dispatchers to ensure for the rapid and accurate determination of the nature of each call and the degree, severity, and location of any emergency, and the referral of non-emergency callers to the appropriate agency or other resource.
3. Ensures that emergency callers are thoroughly questioned by dispatchers to elicit complete and accurate information necessary for emergency response and creates appropriate CAD event.
4. Select emergency response units and properly alerts response unit(s) in exact accordance with established user agency policies and procedures.
5. Maintain current status on all field units; closely monitor any situation presenting a potential danger to the life or safety of field personnel and takes immediate action to dispatch assistance as required.
6. Maintain radio contact with field units and enforces proper channel control, discipline, and courtesy.
7. Maintain records and logs reflecting the outcome and details of emergency incidents.
8. Evaluate the work performed by Public Safety Dispatchers to ensure they are performing duties accurately. Respond to any questions or concerns from dispatchers.
9. Completes special projects to enhance the overall environment as assigned by the Deputy Director or Director of Communications.

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10. Must be available to work evenings, weekends, and holidays and for call back when needed.

Recommended Minimum Qualifications:

Education and Experience: Position requires a high school diploma or equivalent, and five to ten (5-10) years of experience as a Public Safety Dispatcher; or any equivalent combination of education, training and experience which provides the required knowledge, skills and abilities to perform the essential functions of the job.

Special Requirements: Must successfully complete a Telecommunicator course and WEAPON certification course within the first year of employment, and successfully complete Priority Dispatch courses during training.

Knowledge, Abilities and Skill

Knowledge: Laws, codes, regulations, policies and procedures pertaining to emergency telecommunications, first aid and first responder practices and procedures, geographical layout of the County.

Abilities: Operate multi-line telephone system, multiple radio channels and computer terminals. Ability to interact effectively and appropriately with the public and other personnel, hear, understand, and respond to emergencies quickly and appropriately, deal with stressful situations, and maintain confidential information.

Skills: Communication, assessing situations, and dispatching and recording information.

Physical and Mental Requirements

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 position's essential functions.

Physical Skills: Little or no physical demands are required to perform the work. Work effort principally involves sitting to perform work tasks, with intermittent periods of stooping, walking, and standing. There may also be some occasional lifting of objects such as ledger books, photocopy, and computer paper.

Motor Skills: Position requires minimal motor skills for activities such as: operating a personal computer and/or most other office equipment, typing and/or word processing, filing, moving objects, sorting of papers, or operating a motor vehicle.

Visual Skills: Position requires routine reading of documents, and reports for understanding, color vision needed.