

**Franklin County
Position Description**

Position Title: **Dispatch Supervisor/Training Officer**

Department: Communications

Position Type: Full-Time

Classification: Non-Exempt

Reports To: Communications Manager

Date: August 2021

GENERAL SUMMARY:

The Supervisor(s) works under the supervision of the Manager of Communications and Franklin County EMA Director. The Supervisor is responsible for supervising the dispatchers and overseeing the operations of the Communications Center as well as performs regular dispatch duties.

ESSENTIAL JOB FUNCTIONS:*

1. Ability to perform routine dispatch duties
2. Provides needed dispatching coverage for unfilled vacancies or emergencies requiring additional coverage, as needed to ensure adequate 24/7 coverage.
3. Supervise the operations of the Communications Center
4. Direct supervision of dispatchers including:
 - a. Coverage of time-off requests
 - b. Evaluations
 - c. Coaching/problem solving
 - d. Discipline
5. Respond to all received communications in a timely manner. Acknowledgement needs to be given by stating a response to the sender of the information within 24 hours after receiving.
6. Training new personnel as needed – Field Training Officer
7. Maintaining/updating CAD (computer aided dispatch) complaints when necessary
8. Scheduling of dispatchers and coverage of shifts when necessary during sick, vacation, training, special details and/or floating holidays
9. Assist the Manager with performance evaluations annually
10. Attend bi-monthly team meetings with the Communications Manager.
11. Monitor maintenance status of all equipment
12. Record tape requests from digital voice recorder – within 96 hours of the request
13. Serve as the METRO TAC and perform duties as determined by the Manager for validations and audit purposes
14. Serve as the department liaison/representative upon request
15. Perform duties with E-9-1-1 system and tracking and updating (i.e. incorrect ALI reports) as needed
16. Perform any supervisory duties as directed by the Communications Manager
17. Perform Quality Assurance on CAD entries/EMD calls monthly
18. Policy and procedure review annually
19. Handle all complaints internally/externally if able/otherwise document and forward to the Communications Manager and EMA Director, and involve Human Resources when appropriate

20. Document, process and handle reprimands in conjunction with other supervisor and the Communications Manager, and involve Human Resources when appropriate.
21. Management of all internal records. Keeping/filing documents in compliance with local government record retention schedules.
22. Monitor all required training/certifications for all employees (EMD/EFD/CPR/Teletype)
23. Assist the Communications Manager with recruiting, interviewing, and hiring new dispatch personnel when open positions are present.
24. Participation in agency related meetings to stay up-to-date on changes that will impact the internal operations of Dispatch, except when off-duty or permission to be absent is given by the Communications Manager.
25. Internal Liaison for Maintenance and IT issues 24/7. Calls for service, or fixing equipment.
26. Assist the Communications Manager and Human Resources with employee recognition, special events, gatherings and morale boosting opportunities.

OTHER DUTIES AND RESPONSIBILITIES:

- Maintain a clean criminal record
- Be available for shift work and/or flexible for overtime shifts/assignments
- Perform duties without direct supervision and in any capacity associated with the Communications Center operations.
- Facilitate positive and harmonious relationships within the Dispatch Center.
- Attendance and punctuality
- Attend continuing education classes to enhance supervisory skills when assigned by the Communication Manager.

SKILLS/EXPERIENCE/TRAINING REQUIRED

- Minimum of three (3) years full-time dispatching experience
- Pre-employment physical examination
- Successfully complete approved supervisory training upon promotion (Internally)
- Successfully complete and maintain all necessary certifications as required.
- Extensive knowledge of public safety dispatch operations, policies, and procedures
- Skilled in computer aided dispatch
- Familiar with the County's geographical boundaries and characteristics
- Demonstrate supervisory techniques
- Effectively delegate workloads, handle conflict resolution and problem solve
- Training and motivation skills
- Effective communication skills, both orally and written, with employees, partners, and the public
- Demonstrate a pattern of exemplary decision making
- Maintain an alert state of mind; must be able to perform effectively, proficiently, and tactfully under stress
- Submit and pass a Criminal Background and record investigation
- Maintain all mandatory certifications per federal and state law

SUPERVISORY RESPONSIBILITY:

Shared responsibility of 8 full-time Dispatchers, 1 Utility Dispatcher, and all Part-Time Dispatchers.

WORKING CONDITIONS/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. A list of physical demands is listed below:

- Ability to sit for extended periods of time
- Must be able to lift up to 25 pounds
- Must work at a computer keyboard for extended periods of time
- Must have FAA Class III hearing, and requires minimal color discrimination and near and far vision; and
- Must be able to work for long periods of time (12 hour shifts)

The duties listed above are intended only as illustrations of the various types of work that may be performed. Duties, responsibilities and activities may change or new ones may be assigned at any time with or without notice.

The above statements are intended to describe the general nature and level of work being performed by people assigned to do this job. The above is not intended to be an exhaustive list of all responsibilities and duties required. 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.

***External and internal applicants, as well as position incumbents who become disabled as defined under the Americans With Disabilities Act, must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case by case basis.**

Employee Signature

Date

Supervisor Signature

Date

This 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.

Approval Signatures:



Commissioner Brann



Commissioner Barker



Commissioner Harvell