



City of Balcones Heights Job Description

Job Title: Dispatch Supervisor

EEOC Category: Professional

FLSA: Non-Exempt

Revised Date: 04/2020

Summary

Supervise, plan, organize, and oversee the operations and activities of the Police Department Communications Center; supervise public safety dispatchers; perform a variety of technical and specialized work related to public safety communications operations; and oversee the impound lot operations.

Duties:

- Recommend and assist in the implementation of goals and objectives and establish schedules and methods for activities and operations related to the daily operations and activities of the Communications Center
- Implement policies and procedures
- Plan, prioritize, assign, supervise, and review the work of staff involved in public safety dispatch functions
- Assist in preparation of fiscal budget for communications
- Advise the Police Lieutenant of personnel issues
- Evaluate operations and activities of assigned responsibilities and recommend improvements and modifications
- Prepare various reports on operations and activities
- Supervise, train, coach, counsel, and evaluate assigned personnel
- Conduct Quality Assurance checks on dispatchers
- Conduct performance evaluations
- Participate in the development and implementation of effective training programs
- Provide or oversee the training of new public safety dispatch personnel
- Develop and coordinate work schedules to ensure adequate coverage
- Ensure compliance with applicable laws, rules, policies, and procedures
- Oversee and manage the Communications Center's use of secure and controlled databases, such as the Texas Law Enforcement Telecommunications System (TLETS), International Law Enforcement Telecommunications System (NLETS), Texas Crime Information Center (TCIC), National Crime Information Center (NCIC) and the Department of Motor Vehicles
- Oversee and manage the installation, upgrade and maintenance of equipment and software within the Communications Center
- Maintain a variety of files logs and reports on Communications Center operations which includes the impound lot
- Oversee the duplication and or retrieval of information
- Review and investigate internal and external complaints concerning dispatch and seek resolution or refer to Police Lieutenant as necessary

- Attend and participate in meetings, trainings and information sessions
- Perform the duties of a Communications Dispatcher
- Act as the Terminal Agency Coordinator (TAC) for the police department
- Build and maintain positive working relationships with co-workers, other City employees and the public using principles of good customer service
- Oversee the impound lot and maintain security for all monies coming in until they can be submitted to Finance for deposit
- Perform related duties as assigned

Knowledge, Skills, and Abilities:

- Knowledge of police communication center operations, functions, methods, procedures and techniques, including the use of emergency dispatching techniques and criminal information databases, standard broadcasting procedures and regulations, computer-aided dispatch and emergency 911 systems.
- Knowledge of current law enforcement and police patrol practices and procedures and related terminology.
- Knowledge of principles and practices of supervision and training.
- Knowledge of applicable laws, rules, and regulations.
- Knowledge of modern office procedures, practices, and equipment, including computer application and use.
- Knowledge of principles and practices of safety management.
- Knowledge of principles and practices of effective customer service.
- Knowledge of Microsoft Office products including MS Word.
- Supervise, plan, organize, and oversee the operations and activities of the communications center.
- Supervise, train, evaluate, mentor and motivate personnel.
- Exercise sound and balanced judgment in day-to-day decision making.
- Develop and recommend policies and procedures related to assigned operations.
- Maintain accurate records and prepare comprehensive reports.
- Effectively represent the City in contacts with the public, businesses, community organizations, regional organizations, and other government entities.
- Manage competing demands and multi-task, oftentimes in stressful situations. Identify potential risk and develop sound solutions.
- Communicate effectively both verbally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of the work.

Education and Experience:

- High school diploma or equivalent;
- At least 5 years' experience as a telecommunicator (Preferred);
- TCOLE training appropriate for time in service;
- Additional specialized training and/or college level coursework in a related field is highly desirable

Physical Demands and Working Conditions:

While performing the duties of this job, the employee is regularly required to sit; use the computer keyboard and mouse, use hands to finger, handle, or feel; reach with hands and arms; talk or hear; and taste or smell; stand, walk, and stoop, or crouch. Occasionally lift and/or move up to twenty-five (25) pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus. The employee will work in an office environment where the noise level is usually moderate.

Requirements:

- Be a citizen of the United States of America.
- Be at least eighteen (18) years of age.
- Applicants must possess a high school diploma/GED;
- Applicants must be able to read and write the English language;
 - (preferred) Applicants who speak the Spanish language.
- May work more than forty (40) hours during the workweek;
- May be required to be on-call twenty-four (24) hours a day;
- May work weekends, holidays and perform shift work.
- Applicants must be of good moral character; defined in the same way as Police Officers.
- Applicants must not have been discharged from any military service with less than honorable conditions specifically:
 - Other than honorable conditions;
 - Bad conduct;
 - Dishonorable;
 - Any other characterization of service indicating bad character.
- Applicants must not have been convicted or have ever been on court-ordered community service/probation or deferred adjudication for a Class A misdemeanor or Felony;
- Applicants must not have been convicted or have been on court-ordered community service/probation or deferred adjudication for a Class B misdemeanor within the last ten (10) years;
- Applicants must not be currently under indictment for any criminal offense;
- Applicants must possess a valid Texas driver's license.
- Following a conditional offer of employment, the applicant must be examined by a licensed physician as selected by the City of Balcones Heights and declared able to perform the essential functions of the job.
- Applicants will be required to pass a drug screen.

Licenses or Certificates:

- Possession of a valid Texas Class C driver license.
- Possession of Texas Commission on Law Enforcement (TCOLE) Basic Telecommunicator Operator License (Intermediate or above preferred).
- Be able to meet minimum standards for licensure as set forth by the Texas Commission on Law Enforcement (TCOLE).
- All required licenses and certifications must be current and valid

NOTE: This class specification is not an employment agreement or contract. Management has the exclusive right to alter this class specification at any time without notice.

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee Signature _____ Date _____