

SUPERVISING POLICE DISPATCHER

DISTINGUISHING FEATURES OF THE CLASS: Work involves supervising and performing a variety of activities in a municipal police department, including the operation of computer and communications equipment, rendering of assistance to the public, maintenance of records, and the completion of reports. This class differs from Police Dispatcher in that incumbents have supervisory responsibilities. Work is performed under general supervision of the Police Chief and/or other higher level police staff. Supervision is exercised over the work of Police Dispatchers and/or clerical employees. Performs related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative only)

Supervises and assists with receiving and dispatching of police teletype and radio messages;

Supervises, reviews and records work of Police Dispatchers;

Supervises and assists in the maintenance of all incoming and outgoing material;

Ensures implementation of departmental policies and procedures;

Evaluates departmental policies and procedures and makes higher level police staff aware of any deficiencies or problems;

Sets up and assigns work schedules, including shift and vacation coverage;

Maintains Police Dispatchers' time records;

Prepares, conducts and evaluates performance evaluations for Police Dispatchers;

Acts as liaison between Police Dispatchers and higher level police staff;

Trains new employees in specialized communications and any additional training which may be required because of new equipment, technology or new procedures, and determines when Police Dispatcher Trainees are fully trained;

Performs additional duties and special projects as assigned by higher level police staff;

May supervise and assist with receiving and maintenance of warrant files;

May use current information systems to procure minor crime reports;

Performs a variety of related activities as required.

Typical Work Activities are intended only as illustrations of possible types of work that might be appropriately assigned to an incumbent of this title. Work activities that do not appear above are not excluded as appropriate work assignments, as long as they can be reasonably understood to be within the logical limits of the job.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL

CHARACTERISTICS: Thorough knowledge of the methods and practices of operating radio and telephone equipment; thorough knowledge of the geography of the policing jurisdiction; good

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knowledge of Federal Communication Commission Rules and Regulations pertaining to transmitting and receiving messages by short-wave radio; good knowledge of the operation of data processing/computer equipment; good knowledge of modern police procedures and terminology; ability to plan and supervise the work of others; ability to follow complex oral and written instructions; ability to obtain appropriate information from callers who are under stress; ability to give precise oral instructions; accuracy; mental alertness; good judgment on emergencies; tact; courtesy; emotional stability.

MINIMUM QUALIFICATIONS:

Graduation from high school or possession of a comparable diploma and two (2) years of dispatching experience requiring the use of radio communications, computer equipment, and/or other data processing equipment.

PLEASE NOTE: Education beyond the secondary level must be from an institution accredited or recognized by the Board of Regents of the New York State Department of Education as a post secondary, degree-granting institution.