

DISPATCH CENTER OPERATIONS DIRECTOR

DISTINGUISHING FEATURES OF THE CLASS:

This is an administrative and supervisory position responsible for maintaining the daily operations of the Public Safety Communications Center, which is the answering point for E-911 calls in the County. Administrative duties include system testing and maintenance; developing standard operating procedures for dispatch; responding to the needs of emergency service provider agencies regarding dispatch procedures; implementing quality assurance/quality improvement program for dispatch operation; budget preparation; providing technical input on issues related to the communication center; and provision of statistical and narrative operational reports on dispatch center activity. Supervisory duties over dispatch personnel include interviewing and hiring; performance evaluation; scheduling for a 24 hour, 7 day a week operation; overseeing the training program for staff; and resolving staff issues to ensure the operation of the center. This position may be required to work shifts, especially during emergencies, which cover day, night and weekend hours. General direction is received from higher level administrative staff. This position supervises the dispatch and first-line supervisory dispatch staff at the center.

TYPICAL WORK ACTIVITIES:

Typical work activities for incumbents in this title include those listed below in addition to those work activities performed by lower level dispatch staff. They are indicative of the level and types of activities performed by incumbents in this title. They are not meant to be all inclusive and do not preclude a supervisor from assigning activities not listed which could reasonably be expected to be performed by an employee in this title.

1. Supervises dispatch staff including scheduling and coverage of operations, assigning of work, interviewing and hiring and evaluating performance;
2. Investigates complaints concerning dispatching by reviewing tapes and records and taking corrective action, if necessary;
3. Establishes standard operating procedures for dispatch and provides input into departmental policies to Emergency Response Coordinator;
4. Ensures uniformity of dispatch operations by meeting with shift supervisors to resolve problems and receive input on necessary modifications to procedures;
5. Addresses needs and concerns of emergency service provider agencies regarding dispatch operations;
6. Establishes training program for dispatchers and ensures all staff receive appropriate and ongoing training;
7. Monitors computer aided dispatch (CAD) equipment for technical soundness and oversees system testing; stays current on changes in equipment and technology and provides input into system upgrades;
8. Prepares budget for dispatch center; oversees inventory of supplies and equipment; monitors personnel expenditures to allow for emergencies and remain within budgetary constraints;
9. Prepares variety of statistical and narrative reports to track system usage and performance and to project future needs of dispatch center.

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FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of dispatch operations and the operation of two-way radio equipment in order to establish policies and standard operating procedure, to recognize appropriate dispatching procedures and to rectify problems;
- Knowledge of supervisory practices and principles in order to supervise a large, multi-shift staff;
- Knowledge of the computer equipment and software packages used in the dispatch center in order to monitor the performance of the system, recommend changes and upgrades to the system and to dispatch if needed;
- Knowledge of modern emergency responders protection and rescue methods in order to develop and maintain dispatch operating center procedures to support emergency responders in the field;
- Knowledge of communications systems, including the fundamentals of VHF, UHF and microwave transmitting and receiving equipment in order to understand system capabilities and recommend system improvements;
- Knowledge of administrative practices such as budgeting and inventory control in order to prepare and monitor the budget and equipment and supply inventory;
- Knowledge of information collection and presentation in order to research activity, track usage trends, make projections and present information in a written format;
- Ability to react quickly and calmly in an emergency situation and to direct the response of others;
- Ability to communicate effectively with a variety of people and to resolve problems;
- Personal characteristics necessary to perform the duties of the position;
- Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

PROMOTION: Three years of permanent competitive class status as a Senior Fire Alarm Dispatcher.

PS6109

ADOPTED: 01/01/99