

# CITY OF HELENA



**Position Title:** 9-1-1 Dispatch Supervisor      **Department:** Police  
**Position #:** 02603      **Grade:** 146  
**EEO Category:** (06) Admin. Support      **FLSA:** Non-Exempt  
**EEO Function:** (04) Police Protection      **Work Comp Code:** 8810

## **DEFINITION**

This position is a non-union Dispatch Supervisor in the Helena/Lewis & Clark County 9-1-1 Center. This position performs emergency and non-emergency dispatching and documentation oversight functions for the city, county and other public safety agencies. Duties include conducting or directing public safety communicators in activities such as prioritizing calls; dispatching police, sheriff, fire, and ambulance as appropriate; dispatching other county services and agencies; monitoring and maintaining manual and automated field unit and equipment status, logs, reports, and CJIN; running criminal history/background information on customized computer systems; documenting all phone and radio traffic received on computer-aided dispatch system; and performing or directing a variety of other duties as assigned, or as needed in response to emergency situations. The position reports to the Support Services Division commander, and provides first line supervision of Public Safety Communicators (PSCs).

## **SUPERVISION RECEIVED**

This position operates under the direct supervision of the Support Services Division commander – typically a police lieutenant.

## **SUPERVISION EXERCISED**

This position is a first line supervisor, supervising staff and operations of a public safety dispatch center.

## **EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES**

Perform all necessary functions of a Public Safety Communicator, as needed, including:

- Dispatches emergency vehicles following established procedures.
- Operates two-way radios for dispatching and/or paging of police, fire and medical response.
- Verifies and/or inputs data as requested by law enforcement personnel using computers, updates and monitors law enforcement personnel, as well as initiate and retrieve a variety of law enforcement data and reports.
- Determines availability and location of patrol units.
- Operates computer-aided dispatch system and related equipment.
- Monitors alarm systems and takes appropriate actions when activated.
- Responds to non-emergency as well as 911 emergency phone lines.
- Maintains knowledge and use of TDD telephone devices for the deaf.
- Interviews callers to the center, evaluates actions and priority of calls for service.
- Refers callers to proper agency or department.
- Gives pre-arrival emergency medical instructions through the use of an Emergency Medical Dispatch protocol to protect victim and/or crime scene.
- Answers intercom to front door and transfers these and other callers to appropriate office locations, as appropriate.

- Perform inquiry, data entry and removal functions within CJIN and NCIC and disseminates confidential criminal justice information to appropriate personnel and agencies.
- Operates 911 call-taking equipment, including locating caller information/location, tracing caller information for hang-ups and calls when addresses are refused.
- Processes pawn tickets to check for stolen items using CJIN/NCIC.
- Performs other 9-1-1 Center duties as assigned.

Supervises staff and oversees the activities and functions of the 9-1-1 Center; ensures adequate staff coverage is provided for all shifts. Maintains process for shift bidding in accordance to the current labor agreement.

Provides direction and assists Public Safety Communicators in performance of daily duties; assures that calls for service requiring action are handled in accordance with Division rules and regulations.

Evaluates and reviews work and calls for service of PSCs according to established Quality Assurance guidelines.

Participates in recruitment and selection process for PSC positions. This involves developing selection criteria and interview questions, participating in interviews, reference and background checks, and making hiring recommendations to the Division commander and the Chief of Police.

Coordinate the administration of the Communication Training Program (CTO Program), including curriculum development and revision as necessary.

Coordinate, track, schedule and document employee continuing education and training, including CJIN/NCIC certifications and Emergency Medical Dispatch certifications, as required.

Develop, conduct and supervise new employee and other training related to department and division policy and procedures as assigned.

Monitors and manages the performance of all positions directly supervised and completes performance appraisals. Makes recommendations and monitors personnel corrective action plans including discipline and termination as appropriate. Ensures all subordinates comply with City, Departmental and Center regulations and policies.

Respond to administrative inquiries and complaints and handle first step employee grievances.

Makes verbal and written reports as required to senior personnel of pertinent activities.

Administers leave and overtime requests from supervised personnel, including review and approval of time records for payroll purposes.

Assists the Division administrator in the development and implementation of agency goals, objectives, policies and procedures.

Works with the Division administrator to develop and manage yearly budget for the 9-1-1 Center.

Ensuring maintenance and upkeep needs of the physical facility are addressed with the proper authority.

**OTHER JOB RELATED DUTIES**

Acts as the primary liaison between the Department and state and federal authorities for CJIN and NCIC issues, questions, audits, etc

Acts as the primary liaison between the Department and state representatives of the Public Safety Services Bureau and the 9-1-1 Program Office.

Represents the Department on the Local Emergency Planning Committee (LEPC). Acts as point-of-contact for Department representation in tabletop and practical training exercises.

**Other Job Related Duties cont.:**

Sits as Department representative on the local radio users' advisory committee.

Functions as a PSC in the 9-1-1 Center as staffing may require.

Works closely with Public Safety Systems Administrator to address technology needs, issues, and concerns in the Center.

Develops and maintains emergency plans for the 9-1-1 Center (phone reroutes, backup power/generators, etc).

Develops and maintains plans for staffing and equipping a back up 9-1-1 center in the event of an emergency or evacuation of the primary center.

Performs other duties as may be assigned.

**SAFETY RELATED DUTIES:**

Abide by the City of Helena and department/division work practices established for specific job assignments and occupations.

Report occupational injuries, illnesses and near misses immediately to their supervisor. Follow supervisor instructions for obtaining first aid and/or medical attention. Participate in accident investigations as requested by the supervisor.

Participate fully in safety training. Suggest improvements in safety training requirements or programs to the supervisor or the safety committee.

Identify unsafe work conditions and unsafe practices. Correct hazards or report them to the supervisor or safety committee as appropriate.

**JOB RELATED AND ESSENTIAL QUALIFICATIONS**

**Knowledge of:**

Radio transmission procedures and basic FCC rules and regulations governing operation of radio transmission and receiving systems.

Streets, roads and geographical layout within City and County.

Standardized emergency and non-emergency dispatch rules, procedures, and operations, and supervisory principles and practices.

Computer Aided Dispatch system principles and procedures.

Ancillary programs such as 9-1-1, Emergency Medical Dispatch protocols, public safety radios, paging, etc.

Principles of the personnel supervision and professional staff development.

Principles of customer service in a public safety environment.

**Skill to:**

Effectively communicate orally and in writing, in person and by telephone, radio, email, etc

Operate common office machines such as fax machine and copier, and to type efficiently.

Communicate needed information in a public forum and/or through the media as may be directed by the Division commander.

Be highly organized and complete tasks and assignments on a specified schedule or deadline.

Research, analyze and implement effective workplace practices and procedures.

**Ability to:**

Speak and write clearly in English.

Communicate under stressful circumstances; record names and numbers rapidly and accurately and to quickly recall details and essential information.

Think clearly and respond quickly in a wide variety of emergency situations.

Ability to work as a team member and to establish and maintain good working relationships with coworkers, supervisors, law enforcement officers and other members of public safety agencies served by the Center.

Effectively supervise, evaluate and counsel employees.

Determine the need for revision and/or change in work area policy and instructions.

Organize and/or plan record keeping and/or filing systems for the work area.

Quickly and accurately make decisions involving life threatening and/or other emergency situations.

Read maps and to effectively direct emergency and/or department personnel to locations of crimes or incidents.

Communicate effectively and maintain favorable labor relations.

Supervise, plan, prioritize and carry out assignments with minimum supervision.

**Physical Demands & Work Environment**

This position must remain alert and responsive to emergencies while observing computer display screens under low lighting conditions for long, uninterrupted periods of time, generally from a sitting position. Individual must have adequate hearing, visual acuity, manual dexterity, and mental disposition to successfully perform all essential duties.

Work is performed in confined environment under high stress. Must take information from callers who may be excited, abusive, foul-mouthed, incoherent, drunk, hysterical, or a combination of the above.

Must be able to work in a confined environment for extended periods time.

Must be able to wear a lightweight telephone headset for duration of shift.

May be required to lift or move office chairs, boxes, or other office equipment.

**Experience and Training Guidelines:**

*Any combination equivalent to experience and training that would provide the required knowledge, skills, and abilities would be qualifying. A typical way to obtain the knowledge, skills, and abilities would be:*

**Experience:**

High school diploma or GED.

Three or more consecutive years of public safety dispatch or comparable public safety experience.

Proven record of the ability to supervise others.

**Training:**

Completion of a formal Communication Training Program

Completion of the Public Safety Communicator Basic program through the Montana Law Enforcement Academy, or other comparable program.

Completion of an Emergency Medical Dispatch training program – APCO EMD is preferred. Certification is required and training will be provided upon hire if needed.

**License or Certificate:**

A valid Montana driver's license or ability to obtain a Montana driver's license upon hire.

Ability to obtain and maintain Montana POST certification as a Public Safety Communications Officer.

Ability to obtain and maintain required CJIN/NCIC certifications.

Ability to obtain and maintain APCO EMD certification.

Ability to obtain and maintain a valid CPR certification.

**After reading this job description, as of this date would you require any accommodation to perform these duties?**

**YES** or **NO** (circle one)

**Employee's Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_