



Job Title	Public Safety Dispatch Supervisor
Department	Police
Employment Status	Full-Time
Exempt/Nonexempt Status	Exempt

Scope of Work

This position oversees and provides direct public safety dispatch services, in support of the Fire Dispatch Center including receiving emergency, urgent and general communications from the public and public safety personnel; assessing and prioritizing service requirements and responses; and deploying appropriate personnel and apparatus in accordance with established guidelines.

Supervision

Received	Fire Chief
Exercised	Supervision of two to five full time (or full-time equivalent) employees.

Essential Job Functions

An employee in this position may be called upon to do any or all of the following essential functions. These examples do not include all of the duties which the employee may be expected to perform. To perform this job successfully, an individual must be able to perform each essential function to satisfaction.

- Develop work schedule and ensure 24 hour per day, seven day per week coverage of the Dispatch Center, providing direct public safety dispatch services as needed. Respond to emergency calls for shift coverage on a 24 hour per day basis and arrange for emergency coverage as required. Authorize and approve overtime for Dispatch personnel.
- Plan, schedule and assign work to Public Safety Dispatchers. Interview and recommend the hiring of new staff members; provide or arrange for training for subordinates; evaluate subordinates' performance; recommend personnel actions such as promotions, transfers, or disciplinary action; administer progressive discipline; and resolve informal and formal grievances.
- Be liaison to appropriate Police Department personnel regarding information technology and other issues of mutual concern. In cooperation with Police personnel, analyze user and management needs and recommend and develop system solutions; participate in long-term planning and strategy processes regarding information technology and civilian dispatch in the Town of Needham; and evaluate and endeavor to continually improve the functioning and capability of the Computer-Aided Dispatch (CAD) system.
- Administer, arrange for and/or provide training for subordinates and other Fire Department personnel in areas such as emergency telecommunications and Fire Department protocols. Coordinate and facilitate use of the Town's CAD software by providing training and coaching for

users and administrative staff, developing and interpreting management information gained from the system, and providing technical support.

- Assess the performance of dispatch staff by monitoring and/or reviewing responses to calls for service. Communicate directly with members of the public in person, by mail, and by phone providing information, answering inquiries, and resolving dispatch-related complaints. Provide service log for news media as requested; prepare miscellaneous reports and forms by developing and compiling data; attend meetings of boards and commissions.

Other Job Functions

- Perform related duties as assigned.

Requirements of Work

Graduation with an Associate's Degree or two years of technical or business school or equivalent specialized training, with four to six (4 – 6) years of experience relevant to the position.

Knowledge, Ability, and Skill

In addition to the requirements of work, the individual should also have the following knowledge, ability, and skill:

Knowledge of	• Knowledge of public safety and dispatching procedures.
Ability to	• Ability to motivate and lead people. • Ability to prepare and give training presentations. • Ability to adhere to Town and department policies and procedures.
Skill in	• Keyboarding skills • Skill in compiling data and composing summary reports. • General computer skills.

Necessary Special Requirements

- Certification in CPR.
- Certification as a first responder.

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.

- Environment subject to constant high public traffic volume, noise, and odors.
- Regular interruptions to assist citizens.
- Extended periods of time at computer and other workstations, on telephone or operating other officed equipment, requiring eye-hand coordination and finger dexterity.

- Regular lifting and carrying of workstation equipment and library materials.
- Frequent standing, walking, bending, reaching, and climbing stairs.
- Some travel required to neighboring communities.
- Evening and weekend work may be required.

Pay Equity/Equal Opportunity/Americans with Disabilities Act Employer