



# Kalamazoo County Consolidated Dispatch Authority



## JOB DESCRIPTION

### **POSITION: Dispatch Supervisor**

(FLSA Non-Exempt)

#### **SUPERVISED BY:**

Deputy Director

#### **SUPERVISES:**

Emergency Communications Officers I and II, and additional subordinate employees as assigned

#### **POSITION SUMMARY:**

Under the direct supervision of the Deputy Director and the general supervision Executive Director, the Dispatch Supervisor is responsible for coordinating efficient day-to-day operations of the dispatch center including but not limited to monitoring, assisting, directing, coaching, and evaluating Emergency Communications Officer I's and II's. Performs all dispatch center staff functions and assists with the implementation of policies, compliance, and provides oversight and coordination of specific assigned sub-classifications: shift supervision, training, and quality assurance. Supervisors work within general methods and guidelines, and exercise considerate independent judgment to select appropriate courses of action and discretion in supervising the work of subordinate employees.

#### **Sub-Classifications:**

- **Shift Supervisor**  
Dispatch Supervisor assigned to primarily supervise, instruct, assign, monitor, and review work of assigned staff and shift operations. Ensures that proper labor relations and conditions of employment are maintained; participates in employee grievance procedures.
- **Training**  
Dispatch Supervisor assigned to coordinate and oversee of dispatch center staff training (initial employee training and continuing education). Identifies staff development and training needs and ensures that training is obtained.
- **Quality Assurance**  
Dispatch Supervisor assigned to coordinate and oversee KCCDA's Quality Assurance Program. Evaluates and verifies employee performance through the review of completed work assignments and work techniques.

## **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 satisfactorily.

1. Supervises, instructs, assigns, monitors and reviews work of assigned staff and shift operations.
2. Assists in resolving operational and personnel problems.
3. Assists in responding to difficult, critical or unusual calls.
4. Processes employee concerns and problems and provides counseling and discipline. Provides recommendations on promotions and discharge. Ensures that proper labor relations and conditions of employment are maintained; participates in employee grievance procedures.
5. Maintains 9-1-1 standards through the effective coordination of personnel.
6. Provides training, assistance and support to new employees and shift members.
7. Assists the Deputy and Executive Directors with the monitoring of operations to ensure quality services are provided in an efficient, cost-effective and timely manner.
8. Oversees work schedules to ensure proper staffing, assigns overtime as necessary and verifies work time information for shift members. Assists the Deputy Director with evaluation of dispatch staffing levels and makes recommendations for additional staff as needed.
9. Coordinates and completes monthly quality assurance reviews in accordance with KCCDA's Quality Assurance Program.
10. Performs annual performance evaluation of assigned staff. Ensures the completion of tests, assignments and continuing education by shift members. Provides ongoing feedback to shift members to include positive recognition.
11. Monitors KCCDA facility and tower site alarms, generator, UPS, cameras, door systems and building access or denial.
12. Receives complaints and questions regarding KCCDA incidents. Conducts or participates in the investigation, the development of solutions and corrective

action. Reviews complaints with recommendations for prevention with management.

13. Assists in the review of Standard Operating Procedure manuals, training manuals and Policy and Procedure Standards to ensure they are up to date and functional. Oversees and ensures the maintenance of recordkeeping and/or filing systems for the work area.
14. Assists with the maintenance, oversight and troubleshooting of equipment operation and contacts technical support as needed.
15. Attends various regular meetings to include KCCDA staff and shift meetings.
16. Provides recommendations regarding the acquisition and implementation of new technology to improve service performance. Assists with new equipment installation and training.
17. Participates in community and other agency's education and promotional activities.
18. May perform the duties of a Communications Training Officer (CTO). Responsibilities include the training and evaluation of assigned trainees, updating the Dispatch Supervisor on training progression, improvement plans or other recommendations as appropriate and attending regular CTO update and team meetings as deemed appropriate.
19. Participates in community and other agency's education and promotional activities.
20. Carries an approved communications device at all times. Available to work varying shifts and overtime in a 24-hour day operation.
21. Must be capable of performing all essential job functions of Emergency Communications Officer I's and II's. May occasionally perform any task assigned to subordinate staff, consistent with any licensing or certification requirements.
22. Must be available to work day, night, weekends, and holidays (24/7/365) at a minimum notice to fulfill staffing requirements. Must be available to work on-call as needed. Must be able and available to work 12 hour shifts and overtime as needed, including mandatory overtime.
23. Performs other duties as required.

**REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND MINIMUM QUALIFICATIONS:**

The requirements listed below are representative of the knowledge, skills, abilities and

minimum qualifications necessary to perform the essential functions of the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the job.

Requirements include the following:

- High school diploma or equivalent and a minimum of five (5) years experience in an emergency communications/9-1-1 dispatch center with a minimum of three (3) years experience as a dispatcher.
- KCCDA, at its discretion, may consider an alternative combination of formal education and work experience.
- Michigan Vehicle Operator's License.
- Upon completion of successful training requirements, must complete LEIN operator certification, CPR and Emergency 9-1-1 Service Standards of Training as adopted by the Department of Licensing and Regulatory Affairs, Michigan Public Service Commission by sections 408 and 413 of 1965 PA 32, MCL 484.1408 and 484.1413. Continuation of certification every 2 years as mandated. This shall include emergency medical dispatch (EMD) certification if KCCDA requires it.
- Ability to utilize applicable emergency telecommunications systems, radio communication technology, computer-aided dispatch systems and equipment related to emergency management programs under stressful situations.
- Ability to effectively communicate and present ideas verbally and in writing.
- Ability to establish effective supervisory relationships and use good judgment, initiative and resourcefulness when dealing with emergency callers, representatives of other governmental agencies, professional contacts, elected officials, and the public.
- Ability to behave and communicate in a manner that promotes a positive and professional work environment.
- Ability to assess situations, solve problems, work effectively under stress and changes in work priorities, within deadlines and in emergency situations.
- Skill in the use of office equipment, technology and computer software and programs. Programs currently used include the Microsoft Suite, database entry and maintenance, GIS mapping, Law Enforcement Information Network (LEIN), dispatch communication software and radio communications software/conssoles.

- Ability to work non-traditional work hours including significant and mandatory overtime, and respond to emergencies on a 24-hour basis.
- Must pass criminal, credit and other background checks as required by Employer policy.

(The qualifications listed above are intended to represent the minimum skills and experience levels associated with performing the duties and responsibilities contained in this job description. The qualifications should not be viewed as expressing absolute employment or promotional standards, but as general guidelines that should be considered along with other job-related selection or promotional criteria.)

**PHYSICAL DEMANDS AND WORK ENVIRONMENT:**

The physical demands and work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job.

The job duties require an employee to work under stressful conditions. While performing the duties of this job, the employee is regularly required to communicate with others in person and by telephone, read regular and small print, view and produce written and electronic documents, and enter data on a computer keyboard with repetitive keystrokes. The employee must be mobile in an office setting, stand, sit, stoop, kneel, use hands to finger, handle or feel and reach with hands and arms. The employee must occasionally lift or push/pull objects of up to 15 lbs. without assistance Ability to work 12 hour shifts, to work overtime including mandatory overtime, to be available to work on scheduled days off days and in the event of an emergency.

The typical work environment of this job is a business office setting where the noise level is quiet and sometimes moderate.

*(This job requires the ability to perform the essential functions contained in this description. These include, but are not limited to, the requirements listed above.)*