

**CITY OF CONCORD
CLASS SPECIFICATION**

CLASS TITLE: POLICE DISPATCH SUPERVISOR
DEPARTMENT: POLICE
REPORTS TO: DEPUTY CHIEF - OPERATIONS

JOB CODE: 3010
DATE: 2/08

JOB SUMMARY:

Supervises the reception and dispatching of emergency and routine calls for the Concord Police Department in order to protect life and property of the citizens of the City of Concord. Ensures that calls are answered and transferred in a timely, professional, and appropriate manner.

ESSENTIAL JOB FUNCTIONS: (All incumbents may not perform all job functions)

Carries out supervisory oversight tasks in accordance with city policies, procedures, and applicable laws, including training in job skills and planning, assigning and directing work; maintains and ensures proper record keeping to remain in compliance with local, state and federal guidelines and audit requirements.

Schedules personnel; observes and documents work performance; appraises performance, addresses complaints, and resolves issues.

Supervises the calm, efficient, and courteous processing of requests for assistance or information received through multiple communications media.

Analyzes reports of incidents or requests for assistance; determines and dispatches the appropriate resources to effectively deal with the incident; handles multiple simultaneous incidents that may vary in nature and severity; establishes order and control of the various communication systems.

Monitors and operates radio, telephone, computer, and recording equipment.

Confirms locations of incidents and amends incorrect information as necessary; verifies whether call is from incident location or is reported from a remote location.

Utilizes S.P.O.T.S. (interstate police computer) and in-house computer systems to respond to Officer requests for information, including vehicle registrations, article serial numbers, driver's license information, and addresses for call histories, criminal histories, and driver's violation history.

Utilizes S.P.O.T.S. to enter wanted persons, missing persons, stolen vehicles, and stolen articles into NCIC (National Crime Information Center); monitors incoming messages on S.P.O.T.S. system and relays to appropriate person, division, or agency.

Maintains an accurate record of events at incidents and in the daily operation of the dispatch center. Preserves a record of call recordings.

Performs a variety of maintenance tasks pertinent to the efficient operation of the dispatch center; backs up computer tapes; records events or incidents in the dispatch log.

Oversees dispatch communications equipment to ensure that all systems are in working order; notifies appropriate personnel as repairs are needed.

Monitors various radio systems containing emergency frequencies of surrounding police, fire, state, and federal agencies to identify information that could impact the City of Concord and its departments.

Utilizes in-house intercom systems for general communication, identification of people entering building and vicinity, and monitoring of officer and prisoner safety; operates departmental telephone paging system and radio paging system.

Monitors persons and vehicles entering and moving in several locations in the building and facility; opens and closes garage bay doors and other station doors.

Deals with private alarm companies, E-911 personnel, building representatives, and the general public.

Operates, monitors, and updates LCD alarm board for burglary and trouble alarms; answers and dispatches alarms; performs a variety of activities associated with alarms.

Participates in the development and implementation of training programs for Police Dispatch Center personnel; assists in the training of new communication operators and other personnel.

Attends meetings, conferences, workshops, and training sessions and reviews publications and audio-visual materials to become and remain current on the principles, practices, and new developments in assigned work areas.

May function as a primary dispatcher.

Compiles reports, statistics, and information related to Police Dispatch activities.

Utilizes GIS systems within the city, and verifies street addresses and locations for other agencies and members of the public.

Develops operating guidelines and procedure manuals pertinent to the Dispatch Center.

Manages communication programs within the department.

Issues equipment as needed.

Ensures that all portable and mobile radios and department pagers are directed to the city's radio technician for upgrading and repairs; maintains an inventory and a log of activities related to these.

Through the city's purchasing program, purchases department communication equipment.

Ensures that all NCIC, S.P.O.T.S., FCC, and other similar regulatory agency audit, licensing, and user requirements are maintained and kept current.

Performs other related duties as required.

MATERIAL AND EQUIPMENT USED:

Radio, Telephone, and Related Equipment
S.P.O.T.S. (Interstate) Computer System
Scanner and CB Radio
Electronic Door Systems
System and Corresponding Printers
Intercom Speaker System
Alarm Board w/Printer
Police Call Box Phone
Computer Hardware and Back-Up Equipment

General Office Equipment
Video Camera Monitors
Telephone and Radio Recording System
Departmental Records Management
In-House Paging System (Intercom)
LCD Display Alarm
Battery Charger and Discharger
Crime Line Phone

MINIMUM QUALIFICATIONS REQUIRED:

Education and Experience:

Knowledge acquired through a minimum of 60 college credit hours in an Associate or Baccalaureate educational program focusing on criminal justice, business, public administration, management, communications, electronics or a related field; minimum of three years of public safety communications experience or any combination of education, training and experience which provides the knowledge, skills and abilities required for the job.

Must be able to work shift as assigned.

Licenses and Certifications:

State of New Hampshire S.P.O.T.S certification.

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

The territory contained within the area, including but not limited to streets, major landmarks, apartment complexes, major business locations, and buildings.

Correct use of radio and telephone communications systems.

Record keeping, report preparation, filing methods, and records management techniques.

Computer applications including S.P.O.T.S., NCIC and IMC (or the current Concord Police CAD system), and any other related to the work.

Basic budgetary principles and practices.

Administration of staff and activities, either directly or through subordinate supervision.

Applicable state, federal, and local laws, rules, and regulations

Skill in:

Operating office equipment and typing.

Dealing effectively with a variety of people, including during an extreme emergency.

Using tact, discretion, initiative, and independent judgment within established guidelines.

Communicating clearly and effectively.

Researching, compiling, and summarizing a variety of informational and statistical data and materials.

Organizing work, setting priorities, and assigning, directing, reviewing, and evaluating the work of the staff.

Selecting and motivating staff and providing for their training and professional development.

Preparing clear and concise reports, correspondence, and other written materials.

Speaking effectively before public groups and responding to questions.

Mental and Physical Abilities to:

Read and understand written directions, text, numbers, and legal terminology.

Use proper dispatch procedures, including analyzing incoming information to determine the level of resources required and the ability to prioritize calls.

Use proper procedures for running vehicle registration, warrants, driver information, and article inquiries.

Operate radio, telephone, and related equipment operations.

Perform multiple tasks concurrently.

Maintain a calm, measured demeanor during periods of extreme stress.

Assimilate information and respond quickly.

Handle a wide variety and large volume of emergency calls.

Establish effective professional working relationships with other Dispatch Operators, supervisors, Police Officers, the general public, ambulance company representatives, wrecker company representatives, fire service and EMS personnel, and members of other public safety agencies.

Hear, understand, and orally communicate detailed information accurately and completely.

Speak clearly and distinctly.

Remain calm in stressful situations and deal courteously, professionally, and firmly with callers who may be hysterical in order to obtain critical information.

Perform duties while sitting at a desk or table.

Occasionally lift light objects.

Distinguish between shades of color.

See and read a computer screen and a variety of written materials, all of which require close vision abilities.

Employees must be able to reach and extend hands in any direction as well as handle, hold, grasp, turn, or otherwise work with hands.

Write reports, correspondence, and procedure manuals.

Working Conditions:

Duties are performed in an office environment.

The employee may be exposed to conditions such as fumes, noxious odors, dusts, and poor ventilation, which can affect the respiratory system, eyes, or skin.

The employee may be exposed to possible electrical shock.

This class specification should not be interpreted as all inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.