



JOB SPECIFICATION

Code 11410

Grade GS 49

COMMUNICATION DISPATCHER SUPERVISOR

General Purpose

Under direction, manage a dispatch section/message center and supervise dispatchers.

Typical Duties:

Manage dispatch operations, and assure customer service goals are met. Involves: Assist in setting dispatch section/message center goals, and monitor progress of unit to meet those goals. Monitor all communication systems, radio frequencies and software programs to assure proper functioning and input of data into system. Use a switchboard, two-way radio, beeper, or other system to communicate. Maintain and monitor dispatch equipment, phones, computers, control panels and security systems. Transmit and act on mechanical failures. Meet with City officials and the public to address emergency situations. Assure dispatchers are executing properly their respective duties which include but are not limited to: answering telephones, responding to inquiries, taking messages appropriately, explaining rules, regulations, policies and procedures to the public; dispatching calls and information to field personnel and coordinating work crew activities and that they address customer service needs politely.

Maintain filing system, prepare reports and keep records. Involves: Assure that data is correctly entered in to computer systems. Keep a record of individuals on duty or on standby, investigations, route actions, and complaints. Update activity logs and prepare reports.

Supervise dispatchers. Involves: Schedule, assign, instruct, guide and check work. Appraise employee performance. Provide for training and development; enforce personnel rules and regulations, and work behavior standards firmly and impartially. Counsel, motivate and maintain harmony. Interview applicants. Recommend hiring, termination, transfers, discipline, merit pay or other employee status changes.



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Knowledge, Skills, and Abilities

- Application of considerable knowledge of two-way radios, switchboard, two-way radio, beeper, or other system, personal computers and word processing software, spreadsheet applications, mainframe processors, printers, faxes, copiers, calculators.
- Application of good knowledge of supervisory techniques.
- Application of good knowledge of office management techniques.
- Application of good knowledge of personnel and other applicable policies and procedures.
- Application of good knowledge of applicable rules, regulations, policies, procedures and laws.
- Application of some knowledge of city streets, intersections and geographical layouts.
- Establish and maintain effective working relationships with coworkers and the public.
- Use and care of audio and voice communication equipment.
- Clear concise, polite oral communications.
- Interpretation of oral and written instructions, street locators and maps.
- Keep records and prepare reports.
- Work under pressure.

Other Job Characteristics

- Work various shifts and weekends.
- May be subject to federal drug and alcohol testing regulations.

Minimum Qualifications

Education and Experience: A High School diploma or GED, and three (3) years experience in radio or telephone dispatching.

Licenses and Certificates: None.