

## City of Bellingham

### Classification Specification

CLASS TITLE	What-Comm Dispatch Supervisor
DEPARTMENT	Police
UNION:	WHAT-COM DISPATCHER'S GUILD
SG:	
CS:	Entry/Promotional
FLSA:	Y
EE04CODE:	TE

#### **NATURE OF WORK:**

Supervises Public Safety Dispatchers (Dispatchers) in the daily operation of the What-Comm 911 Center. Participates in the planning and evaluation of the Center's operations. Assigns and delegates work projects, schedules employees to ensure that proper staffing levels are maintained, manages the performance of Dispatchers. Performance management includes quality assurance review, preparing evaluations of work performance, coaching, counseling, mentoring, and initiation of corrective action. Supervision is exercised directly and involves awareness and knowledge of all activities taking place within the Center during the assigned shift and responsibility for the outcome of those activities. Supervisors may be assigned to direct and oversee the activities of What-Comm's training program. Performs all activities of a Dispatch position as necessary.

#### **DISTINGUISHING CHARACTERISTICS:**

This position is distinguished from Public Safety Dispatchers by its responsibility for overseeing the direct delivery of emergency dispatching functions and the daily operation of the What-Comm 911 Center by exercising full supervisory authority over the assigned shift. The What-Comm Dispatch Supervisor is a member of the Center's management team and responsible for conducting performance evaluations; effectively recommending discipline and training and orientation of employees. The Supervisor is distinguished from the Deputy Director in that they do not exercise the full range of management (planning, directing, controlling and evaluating of programs and functions). While they participate in corrective action and effectively recommend discipline, the Deputy Director reserves the right to make final decisions.

#### **SUPERVISORY RELATIONSHIP:**

The Public Safety Dispatch Supervisor reports to the What-Comm Deputy Director and supervises Public Safety Dispatchers and trainees.

#### **ESSENTIAL FUNCTIONS OF THE JOB:**

1. Oversees the operations, activities and personnel of the Center to ensure compliance with established guidelines, procedures and policies during assigned shift.

2. Supervises and provides direction to Dispatchers in the performance of their duties. Trains, motivates, provides feedback and guidance, sets work priorities, resolves problems and answers questions. Prepares and conducts annual performance evaluations.
3. Works proactively to identify and resolve performance or personnel issues. Coaches and Counsels employees as needed. Recommends, documents and delivers corrective action in consultation with the Deputy Director and Human Resources.
4. Investigates citizen complaints and endeavors to resolve them at the lowest level. When unable to informally resolve complaints, refers them to the Deputy Director for further action.
5. Performs quality assurance reviews. Generates, reviews and monitors reports regarding Computer Aided Dispatch (CAD) activities at each console to ensure details are being properly handled. Monitors ongoing radio frequencies, telephone calls, alarms and taped communications to ensure efficiency, quality and compliance with policies and procedures.
6. Works with What-Comm Technical Support to troubleshoot and resolve equipment and/or software issues.
7. Provides guidance to Dispatchers on use of technology such as phone systems and CAD. Requests additional technical support from What-Comm Technical Support staff as needed.
8. Administers employee work schedules in accordance with policy and the Collective Bargaining Agreement.
9. Posts overtime, makes seating charts, and notifies Deputy Director of equipment/personnel issues and significant events that may impact staffing. May delegate these duties to subordinates.
10. Attends and participates in staff meetings, committees and conferences.
11. Participates in the selection and orientation of staff.
12. Develops and recommends updates to dispatch policies, procedures, and protocols to the Deputy Director. Identifies and recommends new policies and procedures, as needed. Assists the Deputy Director in preparing short and long range plans for the Center to facilitate economical and effective use of personnel, equipment and facilities.
13. Serves as Training Supervisor as assigned. Supervises CTO's and trainees, analyzes training needs, develops and updates training materials and courses, conducts new hire orientation and classroom training, documents training according to state and federal requirements, evaluates trainees, provides continuing education and coordinates the certification and re-certification of employees with the WSCJTC.
14. Coordinates major incidents, as needed, ensuring that proper notifications are made.
15. Coordinates transfer of operations to the back-up PSAP when necessary.

16. Collaborates and coordinates with other supervisors and the Deputy Director to ensure effective operations.

#### **ADDITIONAL WORK PERFORMED:**

1. Performs Dispatcher duties as necessary and reasonable to ensure the mission and goals of What-Comm are met.
2. Provides input during new dispatcher hiring process.
3. Works as a shift liaison with user agencies.
4. Performs other related tasks and duties as necessary or assigned.

#### **PERFORMANCE REQUIREMENTS (Knowledge, Skills, and Abilities):**

##### Knowledge:

- Knowledge of the mission and values of What-Comm.
- Knowledge of telecommunications functions.
- Knowledge of effective supervision, mentoring, motivation, and discipline.
- Knowledge of policies and procedures.
- In depth knowledge of systems used in What-Comm, including CAD, phone systems, ACCESS, mapping, ANI/ALI and radio operation.
- Knowledge of the geography, infrastructure, highways, major buildings, institutions and unique features of Whatcom County.
- Knowledge of training methods.
- Knowledge of certifications and recordkeeping.

##### Skills:

- Leadership skills.
- Strong communication skills (verbal and written.)
- Skilled at decision-making, problem-solving and conflict resolution.
- Skilled at teaching, coaching, counseling, and mentoring.
- Skilled at scheduling and time management.
- Interpersonal skills for developing and maintaining effective working relationships with employees, other Department and City personnel and citizens.

##### Abilities:

- Ability to develop and use appropriate management techniques to effectively deal with subordinates and supervisors; and to encourage and assist with skills development of subordinates through example, motivation and training.
- Ability to fairly and effectively plan, coordinate and accomplish the activities of the What-Comm staff or a work group within What-Comm.
- Ability to manage What-Comm's training program.
- Ability to properly monitor the performance of What-Comm and collaborate with other Supervisors, the Training Supervisor and the Deputy Director to ensure effective operations.
- Ability to apply initiative, discretion and judgment.

- Ability to develop and maintain effective working relationships with user agencies and their representatives.
- Ability and willingness to maintain consistent and punctual attendance.
- Ability and willingness to demonstrate the Public Service Competencies of Service Orientation, Results Orientation, and Teamwork and Cooperation.
- Physical ability to perform the essential functions of the job, including, but not limited to:
  - Visual acuity (correctable) to accurately read information from a computer screen and printed materials.
  - Hearing within (or correctable to) normal limits across the speech frequencies and recognition of speech in the very good to excellent range.
  - Ability to use a computer keyboard to quickly enter information into a computer and process information from a video display terminal.

### **WORKING ENVIRONMENT:**

The work is performed in an office environment at a computer workstation. Office environment is often a high stress environment involving the processing of emergency calls. Workload intensity varies considerably from one minute to the next and requires frequent swings from urgent independent decision making to cooperative teamwork. At times a Supervisor will work independently in an office reviewing calls, completing paperwork, or meeting with a subordinate.

The working environment includes:

- Rotating shifts covering 24 hours a day, seven days a week, including holidays.
- Frequent changes in multi-jurisdictional policies and procedures, periodic workstation relocation and changes in equipment availability.

### **EXPERIENCE AND TRAINING REQUIREMENTS:**

- A minimum of 4 years current and continuous experience as a What-Comm Dispatcher and current assignment to What-Comm **or** a minimum of two years previous dispatch supervisory experience with a minimum of two years current experience as a What-Comm Dispatcher **or** four years of experience as a supervisor at a high-volume police, fire or emergency medical dispatch facility with Computer Aided Dispatch.
- Telecommunicator 1 and 2 certification.
- ACCESS Level 2 certification.
- Prior successful supervisory experience preferred.
- An AA degree or equivalent quarter or semester credits preferred.
- Prior experience as a Communications Training Officer preferred.

### **NECESSARY SPECIAL REQUIREMENT:**

- Must pass a Police criminal convictions records check, background investigation, pre-employment drug test, psychological exam, and polygraph exam prior to hire.

**PREPARED BY:**

G. Erickson  
A. Sullivan

**REVIEWED BY:**\_\_\_\_\_

David Doll  
Chief of Police

**REVISED BY:**

G. Erickson  
A. Sullivan  
6/19

**COMMISSION ADOPTION:** \_\_\_\_\_ 9/11/2019