City of Bellingham
Classification Specification

CLASS TITLE	**Fire/EMS Dispatch Supervisor**
DEPARTMENT	**Fire**
UNION:	**114F**
SG:	**M-3**
CS:	**Yes**
FLSA:	**Y**
EE04/SOCCODE:	**TE/43-5031**

NATURE OF WORK:

Supervises Public Safety Dispatchers (Dispatchers) in daily operations of the Prospect Fire Dispatch Center and provides day-to-day supervision to on-duty fire dispatchers. Assigns and delegates work projects, schedules employees to ensure that proper staffing levels are maintained, and manages the performance of Dispatchers. Oversees maintenance of Computer Aided Dispatch (CAD) computer files and associated computer and radio equipment. Operates as a fire dispatcher when necessary to ensure timely call processing and dispatching of emergency incidents. Implements and administers dispatch Quality Assurance Programs to ensure accurate triage and dispatching of emergency response resources. Conducts and oversees training of new dispatchers. Acts as liaison with What-Comm and other user agency representatives regarding operational issues.

DISTINGUISHING CHARACTERISTICS:

This position is distinguished from Dispatchers by its responsibility for overseeing the direct delivery of emergency dispatching functions and the daily operation of the Prospect 911 Center by exercising full supervisory authority over the assigned shift. The Fire/EMS 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 Division Chief 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 Division Chief reserves the right to make final decisions.

SUPERVISORY RELATIONSHIPS:

Reports to the Communications Division Chief. Directly supervises and coordinates Fire/EMS dispatch services. Works closely with Operations Battalion Chiefs, What-Comm and representatives from other user agencies to coordinate service and activities.

ESSENTIAL FUNCTIONS:

1. Oversees the operations, activities and personnel of the Fire/EMS dispatchers. Administers dispatcher work schedules, including voluntary and mandatory hire-back of off-duty personnel to ensure minimum staffing requirements are met.

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. Participates in the selection and orientation of staff.

3. Develops, conducts and oversees training and associated performance documentation of new dispatchers. Develops, coordinates and/or delivers initial dispatcher training. Monitors progress of probationary dispatchers. Ensures progress reports are accurate, complete, and submitted in a timely manner.

4. 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 Division Chief and Human Resources.

5. Develops, coordinates and/or delivers continuing education and training related to fire/EMS/hazardous materials response communications to dispatchers. Develops, coordinates and/or delivers continuing education to user agency personnel regarding dispatch operations on an as needed basis. Monitors and tracks dispatcher certifications and helps dispatchers devise training plans to support certification needs.

6. Coordinates daily activities between the Prospect Fire Dispatch Center, What-Comm, and other Fire/EMS user agencies.

7. Implements and administers a quality assurance program. Collects data, prepares reports, conducts training, and initiates corrective actions related to improving the accuracy of the triage platform.

8. 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.

9. Collects data and prepares reports related to the effectiveness and efficiency of dispatch center and user agency communication operations.

10. Develops and recommends updates to comprehensive dispatch policies, procedures, and protocols as necessary for the efficient operations of the Center. Identifies and recommends new policies and procedures to improve dispatch operations and minimize liability.

11. Administers annual shift and vacation bid processes in compliance with the collective bargaining agreement and department policy.

12. Participates in the purchase of, and oversees the maintenance of, all Dispatch equipment and furnishings such as radios, pagers, telephones and furniture.

13. Coordinates emergency repairs on remote repeater towers used for emergency radio dispatching with the Division Chief. Coordinates emergency repairs of fire frequency radio transmission facilities to ensure reliable emergency radio communications 24/7.

Oversees maintenance of computer aided dispatch (CAD) computer files to ensure accurate dispatching of emergency resources for each fire jurisdiction.

14. Creates audio/written record of specific incidents as needed for call review or legal purposes.

15. Performs all duties of a dispatcher/call receiver to ensure the continuous function of the dispatch center, as required.

ADDITIONAL WORK PERFORMED:

1. Attends and participates in staff meetings, committees and conferences.

2. Participates in public relations for the Communications Division.

3. Performs other related tasks and duties as necessary or assigned.

KNOWLEDGE AND SKILLS:

Knowledge of:
- All knowledge, skills, and abilities related to Fire Dispatcher.
- Knowledge of the fire and EMS systems of Whatcom County, communications protocols, department policies, and procedures
- Knowledge of the Incident Management System and modern fire/EMS emergency operations procedures.
- Working knowledge of laws, regulations, and practices specific to fire department radio and communication systems.
- Thorough knowledge of County/City geography, including street and fire district jurisdictional locations.
- Extensive knowledge of radio/telephone operations.
- Working knowledge of the operation and maintenance of the various communication devices used by the Dispatch Center.

Skill in:
- Using personal computers for basic word processing, data management and spreadsheet work.
- Excellent oral communication skills, including the ability to make presentations to Department staff, user agencies, and the public.
- Excellent written communication skills to create a variety of reports for the Division.
- Leadership, coaching, and mentoring.
- Training and managing performance.
- Decision-making, problem-solving and conflict resolution.

Ability to:
- Demonstrated ability to solve problems and make decisions under stress. Adaptable and flexible to meet the needs of differing circumstances.
- Ability to effectively supervise and coordinate the efforts of Prospect Center staff.
- Ability to plan, organize, and implement programs to meet Department needs.

- Ability and willingness to demonstrate the Public Service Competencies of service orientation, results orientation, and teamwork and cooperation.
- Ability and willingness to maintain consistent and punctual attendance.
- 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 or dispatch center at a computer workstation using different computer systems, multi-line telephone systems and radio communications equipment to receive, input and process information. Circumstances may require response to an emergency scene to provide and/or coordinate on-scene emergency communications.

May work a rotating schedule to meet business needs. The work also may require attendance and participation in certain fire service drills and training. The work environment requires long periods of sitting or standing.

EXPERIENCE AND TRAINING REQUIREMENTS:

- A minimum of five years as a Prospect Fire Dispatcher.
- Keyboard entry skills at a minimum of 40 wpm net.
- Experience or training in the use of the following computer software: word processing, spreadsheets, database management, and Versaterm.
- Experience in computer multi-line telephone systems.

NECESSARY SPECIAL REQUIREMENTS:

- Employment contingent upon passing a criminal background check and child and vulnerable adult abuse records check.
- Must possess and maintain Washington State EMT certification.
- Must possess and maintain a Washington State Public Safety Telecommunicator certification.
- Must possess and maintain Washington State Telecommunicator I and II certifications.
- Must obtain Communications Training Officer certification within 12 months of promoting and maintain for duration of employment.
- Must obtain Public Safety Communications Center Supervisor Certification within 12 months of promoting and maintain for duration of employment.
- Must have reliable access to a telephone at place of residence and be willing to carry a pager or department issued cell phone as required.
- Willingness to work flexible shifts that rotate between day and night shifts, and respond to callouts and overtime needs, when available, including weekends and holidays.

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REVIEWED BY:_____
Bill Hewett
Fire Chief

COMMISSION ADOPTION: October 14, 2026