City of Bellingham
Classification Specification

CLASS TITLE	**What-Comm Public Safety Dispatch Supervisor**
DEPARTMENT	**Police**
UNION:	**WHAT-COMM DISPATCHERS GUILD**
SG:	**C**
CS:	**Y**
FLSA:	**Y**
EEO4CODE|SOC:	**TE|43-5031**

NATURE OF WORK:

Supervises Public Safety Telecommunicators (PSTs) 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 PSTs. 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 PST position as necessary.

DISTINGUISHING CHARACTERISTICS:

This position is distinguished from PSTs by the 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 Public Safety 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 What-Comm Public Safety Dispatch 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 What-Comm Public Safety Dispatch Supervisor reports to the What-Comm Deputy Director and supervises PSTs-in-Training/I/II.

ESSENTIAL FUNCTIONS OF THE JOB:

1. Supervises the operations, personnel, and activities of the Center during assigned shifts to ensure compliance with the established, policies, procedures, and performance

standards. Collaborates with other Supervisors and the Deputy Director to coordinate and maintain operational efficiency.

2. Supervises and provides direction to PSTs in the performance of their duties, ensuring adherence to operational standards and protocols. Sets work priorities, provides training and ongoing, feedback, and constructive guidance. Serves as a resource, resolving problems and answering questions. Prepares and conducts annual performance evaluations.

3. Proactively identifies and addresses performance or personnel issues, providing coaching and counseling to employees as needed. Recommends, documents, and delivers corrective action in consultation with the Deputy Director and Human Resources.

4. Manages and administers employee work schedules in accordance with departmental policies and the Collective Bargaining Agreement ensure operational efficiency.

5. Investigates complaints from members of the public and endeavors to resolve them at the lowest level. When unable to informally resolve complaints, refers them to the Deputy Director for further action.

6. 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.

7. Works with What-Comm Technical Support to troubleshoot and resolve equipment and/or software issues.

8. Provides guidance to PSTs on use of technology such as phone systems and CAD. Requests additional technical support from What-Comm Technical Support staff as needed.

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. Engages in the recruitment and selection process by attending interviews for PST applicants and provides input to the Deputy Director on candidate strengths, areas of concern, and overall suitability for the position.

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 Communication Training Officers (CTOs) and trainees, analyzes training needs, develops and updates training materials and courses, conducts department 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 Washington State Criminal Justice Training Commission (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. Works mandatory overtime, including evenings, weekends, and holidays, as required to support 24/7 dispatch center operations and ensure adequate staffing during peak periods, emergencies, or unforeseen staffing shortages.

ADDITIONAL WORK PERFORMED:

1. Performs Dispatcher duties as necessary and reasonable to ensure the operational mission and goals of What-Comm are met.

2. Works as a shift liaison with user agencies.

3. Performs other related work of a similar nature and level.

PERFORMANCE REQUIREMENTS (Knowledge, Skills, and Abilities):

Knowledge of:

- The operational mission of the What-Comm Dispatch Center.
- Telecommunications functions.
- Effective supervision, mentoring, motivation, and discipline.
- Best practices in Public Safety Telecommunicating, including policies and procedures.
- In depth knowledge of systems used in What-Comm, including CAD, phone systems, ACCESS, mapping, ANI/ALI and radio operation.
- The geography, infrastructure, highways, major buildings, institutions and unique features of Whatcom County.
- Demonstrated understanding of Public Safety Telecommunicating training methods.
- State required certifications and recordkeeping.

Skill in:

- Demonstrated oral communication and interaction skills necessary to work effectively with a diverse group of people including members of the public, personnel from other local agencies, and other City employees.
- Clear, concise, and effective communication including relaying details accurately, listening actively, and applying critical thinking in order to take necessary action quickly.
- Providing constructive feedback in a team or training environment.

- Demonstrated multi-tasking and critical thinking skills including interpersonal sensitivity, adaptability, flexibility, reasoning, and time management to reach conclusions and solve problems.
- Developing and maintaining effective working relationships with employees and members of the public.

Ability to:

- Develop and apply effective management techniques to support subordinates and supervisors; fosters skills development of subordinates through example, motivation and training.
- Plan, coordinate, and carry out the activities of the What-Comm team or a work group within What-Comm.
- Oversee and support the implementation and continuous improvement of What-Comm's training program.
- Monitor the operational performance of What-Comm and collaborate with other Supervisors, the Training Supervisor, and the Deputy Director to ensure effective operations.
- Exercise initiative, discretion, and sound judgment in decision-making and problem solving.
- Develop and maintain effective working relationships with user agencies and their representatives.
- 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:
    - Frequently operate a computer and other office machinery such as a keyboard, mouse, phone, and fax machine;
    - 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;
    - Receive and communicate accurate information in a stressful or confrontational environment.

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 four (4) years of current and continuous experience as a What-Comm Public Safety Telecommunicator and current assignment to What-Comm;
  OR
- A minimum of two (2) years previous public safety dispatch supervisory experience with a minimum of two years current experience as a What-Comm Public Safety Telecommunicator;
  OR
- Four years of experience as a public safety dispatch supervisor at a high-volume police, fire or emergency medical dispatch facility with Computer Aided Dispatch.
- Prior supervisory experience preferred.
- An Associate's degree or two years of equivalent higher education preferred.
- Prior experience as a Communications Training Officer preferred.

NECESSARY SPECIAL REQUIREMENT:

- Employment contingent upon passing a criminal convictions check, background investigation, polygraph examination, and fingerprinting. Subject to re-check every five years.
- Must pass a hearing evaluation prior to hire.
- Must be able to obtain and maintain ACCESS Level 2 within six months of hire.
- Must be able to obtain and maintain Telecommunicator 1 & 2 certifications within twelve months of hire.
- Must be able to obtain and maintain certifications as required under the Washington State PST Certification Program, within twelve months of hire.
- Continuing education courses and recertification will be required as identified by the department.
- Failure to obtain and maintain required certifications within established time limits will result in dismissal.
- Willingness and ability to work rotating shifts covering 24 hours a day, seven days a week, including holidays and mandatory overtime.

PREPARED BY:

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REVEWED BY:_____

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Chief of Police

REVISED BY:
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COMMISSION ADOPTION: October 8, 2025