



CITY OF OVERLAND PARK - POSITION DESCRIPTION

TITLE:	Supervisor, Police Dispatch	BAND/LEVEL:	MGT II
DEPARTMENT:	Police Department	JOB NO:	5770
DIVISION:	Services Bureau - Support Services	DATE:	02/04/2020
REPORTS TO:	Police Captain	FLSA STATUS:	Non Exempt
FT/PT/SEASONAL:	Full-time	COST CENTER:	221
REPLACES:	Supervisor, Police Dispatch	LAST REVISED DATE:	12/01/2017

JOB SUMMARY STATEMENT: Supervises, assigns, and reviews the work of employees responsible for providing communications and police dispatch services on an assigned shift. Assists dispatchers in all areas of emergency communications, including answering emergency calls, dispatching, entering information into computer aided dispatch system, and conducting records checks. Ensures that proper procedures, techniques and policies are followed. Monitors various alarms at City facilities and severe weather conditions in order to activate storm sirens. Maintains and updates records of Unit activity.

DUTIES AND RESPONSIBILITIES:

1. Plans, prioritizes, assigns, supervises and reviews the work of employees responsible for providing communications and police dispatch services. Trains and evaluates dispatchers in all areas of police communications. Ensures that proper procedures, techniques and policies are followed.
2. Assigns dispatchers to work in various assignments. Distributes human resources according to established needs. Acts on and approves/disapproves vacation and sick leave requests. Audits dispatchers' use of sick leave. Assigns dispatchers to training classes. Establishes work schedules, makes entries in payroll log and creates payroll forms.
3. Identify core training, pre-emptive, and remedial training for dispatchers. Train, evaluate, and document training. Provide training recommendations to superiors.
4. Maintains a shift log of communications and dispatching activities for assigned shift and updates activity reports.
5. Participates in all areas of emergency communications, including answering emergency calls, dispatching, entering information into computer aided dispatch systems and conducting records checks. Monitors alarms at City facilities and severe weather conditions. Must be able to perform all functions of the Police Dispatcher and Senior Police Dispatcher positions.
6. Interprets, recommends and assists in the implementation of goals, objectives, policies and procedures.
7. Ensures all equipment is working properly. Operates, monitors, tests, inspects and troubleshoots equipment. Documents equipment failure and arranges for needed repairs.
8. Performs investigations relating to internal and/or external complaints to address employee performance and/or conduct. Makes disciplinary recommendations and counsel subordinates as requested.



9. Court preparation and testimony. Meets with prosecutors to clarify facts prior to trial; responds to questions from prosecutors, defense attorneys and judges; reviews case reports and evidence prior to trial; understands and applies legal principles; comprehends laws and abstract concepts; organizes facts and provides accurate testimony under stress; recalls and reviews case details prior to testimony.
10. Plan, coordinate, and supervise the training of subordinates and on-the-job training for new employees.
11. Terminal Agency Coordinator responsibilities. Ensure department personnel are appropriately screened, trained, and adhere to established guidelines. Enters new users into computer systems. Process CJIS computer entries for validation; interpret, analyze, and audit CJIS entries. Ensure personnel have appropriate CJIS access. Trains department members on CJIS policies and procedures. Makes suggestions for department policy and procedure changes.
12. Perform quality control checks of the work of subordinates.
13. The employee must work the days and hours necessary to perform all assigned responsibilities and tasks. Must be available (especially during regular business hours or shifts) to communicate with supervisors, customers, vendors and any other persons or organization with whom interaction is required to accomplish work and employer goals.
14. The employee must be punctual and timely in meeting all requirements of performance, including, but not limited to, attendance standards and work deadlines; beginning and ending assignments on time; and scheduled work breaks, where applicable.

GENERAL QUALIFICATIONS

EDUCATION & SPECIAL LICENSE(S)/CERTIFICATIONS:

- High school diploma or equivalent. Associates degree preferred.
- **Access to the Kansas Criminal Justice Information System (KCJIS) is required, so the following KCJIS requirements apply:**
 - Must be at least 18 years of age.
 - Must have not been convicted of a felony or serious misdemeanor.

EXPERIENCE:

- Five years of increasingly responsible telephone or radio dispatch experience. Police radio communications and computer experience required (REJIS, NCIC, etc.).

SKILLS:

- Good oral communication skills.
- PC computer skills.
- Manual dexterity.
- Reading.
- Ability to work in an environment with constant interruptions and the ability to handle multiple tasks simultaneously.

MENTAL REQUIREMENTS:

- Ability to recognize and protect confidential information.
- Concentration.
- Good memory skills.
- Ability to read and comprehend City, state and federal regulations.
- Ability to analyze problems and recommend possible solutions.
- Ability to work on several projects at once.
- Diplomacy and judgement.
- Good listening skills.
- Ability to work under distracting conditions.
- Alpha and numeric recognition.
- Ability to breakdown procedures to individual steps.
- Logical reasoning.
- Patience.
- Understanding of computer commands.
- Ability to analyze safety situations.
- Ability to train and guide others.

PHYSICAL REQUIREMENTS:

- Hand and eye coordination adequate to input computers.
- Visual stamina and acuity adequate to review alpha/numeric data and to spend long periods looking at a computer screen.
- Ability to make and receive phone calls.
- Ability to hear clearly over the phone and two-way radio.
- Ability to speak clearly and distinctly over the phone and two-way radio.
- Mobility to visit all computer terminal sites within the communications center.
- Ability to sit and be attentive for extended periods of time.
- Ability to operate PC, computer terminals, two-way radio, recording equipment, 911 phone lines, and all Dispatch equipment and machinery.

SUPERVISORY RESPONSIBILITY (Direct & Indirect):

- Direct:
 - Police Dispatchers

The preceding job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this job.