

## EAST BAY REGIONAL PARK DISTRICT

### DISPATCH SUPERVISOR

#### GENERAL FUNCTION

Under direction, assumes primary responsibility for the Dispatching and Records functions in the Communications Center of the Department of Public Safety during an assigned shift; provides supervision, direction, training, and support to the Communications Dispatchers/Community Service Officers (CSO)\*; monitors radio, telephone and computer operations of Dispatchers/CSO's; and reviews processing of clerical work, maintains files and provides counter assistance to the public in the absence of the Records clerk.

#### ESSENTIAL FUNCTIONS

This position performs the tasks necessary to effectively supervise the dispatching of police, fire, and park operations units as required. The essential functions of this position include, but are not limited to: supervises and assists the Dispatchers/CSO's; performs a full range of dispatching tasks, e.g., receives telephone calls from citizens, employees, and other agencies requesting general park information, police or fire assistance, transmits and receives radio messages; analyzes situations and sends the appropriate units; dispatches mobile units and other equipment to specified locations as ordered; makes telephone requests for ambulances, tow trucks, and other law enforcement support as requested by field units, performs a full range of records tasks in compliance with the Public Records Act; ensures that Dispatch Trainees complete all aspects of the training program before probation is complete.

#### OTHER FUNCTIONS AND DUTIES

Other tasks related to this position will include: operates and makes minor adjustments to radio telephone transmitting and receiving equipment; monitors other law enforcement and fire agencies' radio frequencies and broadcasts pertinent information to Public Safety as well as District staff; performs varied clerical duties such as typing messages, sending teletypes, maintaining daily incident logs, inquiry and update of automated law enforcement computer systems, assistance on reports and records, filing and answering inquiries from the public and other agencies; performs related duties as assigned.

#### MINIMUM QUALIFICATIONS

Education: Graduation from high school or equivalent; AND

Experience: Three years as a Dispatcher for the EBRPD Department of Public Safety; or five years experience as a public safety dispatcher with a police or fire department.

#### KNOWLEDGE, SKILLS & ABILITIES

Ability to supervise and evaluate the work of others; react effectively under stress and emergency conditions; write comprehensive reports; speak and write clearly, concisely, and effectively; ability to work independently while understanding and applying District and departmental policies and procedures; apply logic and common sense to problem solving; follow oral and written instructions; establish and maintain positive and cooperative working relationships with those contacted in the course of work at all levels, with a focus on quality service to internal and external customers.

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SPECIAL CONDITIONS OF EMPLOYMENT

A valid California driver's license is a condition of initial and continued employment in this classification. This classification will be required to work an assigned shift (day, swing or graveyard, which may include weekends and holidays), and will be required to wear a prescribed uniform.

REPORTS TO: Communications & Records Manager

SUPERVISES: Communications Dispatchers/Community Service Officers

\* Note: The Communications Dispatcher/CSO position performs CSO functions on a rotational basis. The Dispatch Supervisor position provides supervision and direction to the Communications Dispatcher/CSO positions when incumbents are assigned to dispatching and records functions only.

Employment Category: POA (Salary Range O200)  
Adopted By Board: June 22, 1994  
Revision Approved by General Manager: October 14, 1998  
Revision Approved by General Manager: July 8, 2010