



## JOB DESCRIPTION

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<b>JOB TITLE:</b>	Public Safety Dispatch Supervisor	<b>FLSA:</b>	Non-Exempt
<b>DEPARTMENT:</b>	Department of Public Safety	<b>Pay Grade:</b>	3
<b>REPORTS TO:</b>	Director of Public Safety	<b>Date:</b>	10/01/2023

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### SUMMARY OF JOB

Works under the day-to-day supervision and direction of the Director of Public Safety. This position performs and supervises dispatching duties and staff involving handling incoming and outgoing radio transmissions, emergency and non-emergency calls, and complaints. Participates in scheduling and training Public Safety Dispatch staff.

### PRIMARY DUTIES AND RESPONSIBILITIES

- Supervises Public Safety Dispatchers, reviews work, approves time, coaches, and develops employees
- Trains, evaluates, coaches, directs, coordinates, and disciplines personnel in conjunction with personnel policies, procedures, and related employment laws
- Recommends hire and termination personnel actions for positions supervised
- Investigates and resolves complaints against dispatchers
- Manages TCIC/NICC and TLETS/NLETS training for all telecommunications operators
- Dispatch, monitor, and coordinate radio traffic as needed for the City of Ferris Police Department, Ferris Volunteer Fire Department, intercity radio traffic, Code Enforcement, Animal Control, and EMS in a professional, timely, and accurate manner
- Answer telephone and obtain necessary information such as type of emergency, name, address, telephone number, etc.
- Enter information into the computer system and respond to non-emergency calls and complaints
- Input and retrieve various types of information into the computer system, with stolen property information entered during the shift in which it was reported
- Complete, analyze, file, and maintain records for in-house CAD calls for service of TCIC/NCIC
- Enter, modify, confirm, clear, and cancel warrants
- Type, file, and maintain dispatch logs, records, notices, complaints, protective orders, HEAT records/files, and correspondence
- Answer calls from alarm monitoring centers on commercial and residential alarms, contact officers in the field to respond to the alarms, and contact owners of premises or representatives to inform them of the situation
- Respond to inquiries from the public and other City departments regarding impounded vehicles and directions, maintain impound log, and reports of repossessions
- Sweep, dust, and keeps telecommunications center area free from debris harmful to equipment
- Forward work order requests on damaged equipment, notify IT of any system issues.

- Monitor and analyze information obtained from the National Weather Service radar.
- Recognize, analyze, and communicate with hearing-impaired people via the TDD machine.
- Ensure that all TLETS terminals are secure from unauthorized use.
- Perform other duties aligned with the skills, authority, and pay grade and have been determined to improve city operations.

## **KNOWLEDGE, SKILLS, AND ABILITIES**

### **Knowledge of:**

- Texas Penal Code, Texas Code of Criminal Procedure, Texas Family Code, Texas Education Code, Texas Motor Vehicle Code, and Texas and National Criminal Information Centers (TCIC/NCIC), and Texas and National Law Enforcement Telecommunications System requirements
- Supervisory methods and practices
- Public service activity and methods of local government
- Law enforcement terminology and procedures
- Geography for the City of Ferris and surrounding areas
- English usage, spelling, grammar, and punctuation
- Safe work practices
- Telecommunications and radio dispatch equipment, including TDD
- Basic report preparation

### **Skill in:**

- Operating modern communications and computer equipment
- Supervising assigned personnel
- Communicating with persons in highly stressful situations

### **Ability to:**

- Plan, assign, review, and evaluate the work of assigned staff
- Coordinate mental, manual, and visual activities simultaneously
- Observe situations analytically and objectively and relay details accurately
- Read and interpret maps to determine the location and jurisdictional boundaries
- Maintain the confidentiality of work-related and staff related information and materials
- Guide a group to accomplish a task
- Serve as the lead operator or trainer if designated by the department
- Work under stress and use good judgment in emergencies
- Express ideas clearly, both orally and in writing
- Plan, organize and manage time effectively
- Type at a speed necessary for successful job performance
- Multi-task and demonstrate appropriate judgment on the spot
- Establish and maintain effective working relationships with Department of Public Safety, personnel, other City employees, outside law enforcement agencies, and the public
- Process and evaluate information received and dispatch law enforcement or Fire/EMS, consider call priority, availability, and the number and types of personnel needed

## **SUPERVISORY/BUDGET RESPONSIBILITIES**

- Supervise assigned personnel
- No budget responsibilities

## **WORKING CONDITIONS**

- Approximately 90% typical office activities
- Lifts from floor and moves items weighing up to twenty-five (25) pounds
- Performs work under stressful office conditions
- Repetitive tasks - Keyboarding
- Typical occupational office hazards.

## **MINIMUM QUALIFICATIONS**

- High School Diploma or GED
- Advanced Telecommunicator Proficiency Certificate (TCOLE), and Basic Instructor Certificate (TCOLE), or ability to obtain certification within twelve (12) months of the start date
- Two (2) years of Public Safety Dispatch experience

## **PREFERENCES**

- Bilingual – English and Spanish oral and written
- Supervisory experience