



CLASS SPECIFICATION FOR:

9-1-1 Dispatch Supervisor Senior

General Statement of Duties:

Supervises Communications Supervisors on an assigned shift; answers 911 and non-emergency calls as needed; assists the Emergency Communications Manager in the day-to-day and strategic administration and operation of the Police Division Emergency Communications Center; does related work as required.

Distinguishing Features of Class:

Provides day-to-day direction and supervision of Communications Supervisors on an assigned shift and assists in the planning and managing of the day-to-day operations of the Emergency Communications Center. Serves as a working supervisor handling 911 calls as needed. Supervisory responsibilities include collaborating with assigned shift supervisors to ensure staffing level meets or exceeds minimum coverage requirements; supervising Center operations during assigned shift and as needed during the Emergency Communications Manager's absence; assisting with recruitment, selection and training of communication officers; appropriately handling a wide variety of routine and complex complaints and emergency situations; and preparing daily briefing materials for all section of the Division and coordinating daily briefings for communications staff. Work is performed under the general supervision of the Emergency Communications Manager, from whom the incumbent receives general policy guidance and instruction.

Examples of Assigned Duties *(illustrative of the types and scope of duties and responsibilities assigned to positions in this class):*

- Assists the Emergency Communications Manager in the day-to-day and strategic scheduling, administration and operation of the Communications Section of the Division of Police;
- Provides leadership, direction, and direct supervision to first line supervision in the Emergency Communications Center;
- Supervises, schedules, approves leave requests and timecards, coaches, disciplines, evaluates assigned personnel, and provides technical assistance and guidance to communications supervisors;
- Plans, coordinates, implements and supervises the center's operational activities, programs and initiatives;
- Works with Communications Supervisors to establish work schedules for Center staff, ensuring adequate levels of staff, the timely submission of daily time cards, and monitoring and controlling employee overtime and leave usage;
- Oversees and monitors the administration of the career development program for the Communications Officers;
- Makes notifications during emergency situations;
- Responsible for or assists with recruitment activities, interviews, selection, training and development of Communications Officers;
- Assists the Emergency Communications Manager in developing, coordinating and facilitating required training for all Communications Officers;
- Ensures security of the Emergency Communications Center during assigned shift;
- Accurately resolves a wide variety of complex and sensitive inquiries and issues in accordance with established directives, policies and procedures, referring unusually complex and politically sensitive inquiries and situations to the Emergency Communications Manager;
- Answers 911 and non-emergency calls as needed, determines appropriate equipment and personnel to be dispatched, maintains communication with responding personnel to ensure responders have the necessary equipment and support to give proper service and care, and relays information to and from the scene of emergency and non-emergency situations as needed;
- Collects, verifies, enters and maintains required data in the appropriate designated systems;
- Handles Freedom of Information Act Requests (FOIA) and subpoena duces tecums as required;
- Maintains records, compiles and analyzes data, prepares reports and performs other necessary data management and reporting duties as assigned;
- Ensures the Center's use of the appropriate response processes or procedures for each situation;
- Evaluates Center's performance, prepares reports such as monthly reports, budget reports, and annual reports as required;
- Responsible for ensuring that all incidents that occur are reported to proper authority as required by state and federal law;
- Ensures ongoing compliance with all Police Division and County of Henrico rules, regulations, directives, policies, procedures, and the Commission on Accreditation for Law Enforcement Agencies;
- Serves as essential personnel during declared emergencies and inclement weather;
- Develops and maintains effective working and administrative relationships with various County agencies, other government agencies, emergency medical service groups, police agencies, and various professional organizations dedicated to public safety communications;
- May serve as County Liaison with various agencies and groups dedicated to public safety communications, attend meetings, and serve on other committees assigned;
- Attends meetings of relevant professional organizations dedicated to public safety communications;
- May assume responsibility for the operation and administration of the Emergency Communications Center in the absence of the Emergency Communications Manager;
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- Attends annual training courses, seminars, and conferences to stay abreast of technologies, operational issues, newly evolving trends, and to develop relationships;
- Maintains current knowledge of County, state and federal emergency response directives, policies, procedures, regulations and guidelines and of fire, police, and rescue resources and of emergency dispatching;
- Maintains current knowledge of the County's geography and highway/street system;
- Attends all scheduled meetings and required training and maintains all required certifications;
- Performs other duties as assigned.

Required Knowledge, Skills and Abilities:

Thorough working knowledge of federal and State regulations governing use of radio transmission and exchange of potentially protected information (e.g. HIPAA); sound knowledge of County geography and highway/street system; thorough knowledge of fire, police, and rescue resources and of emergency dispatching protocols; mental acuity and demonstrated skill in accurately detecting the scope and magnitude of an emergency; sound understanding of basic human needs and of individual differences with demonstrated communication skills in calming 911 callers in various states of distress, giving callers clear easily understood instructions, and eliciting needed information to dispatch appropriate first response resources; demonstrates sound political astuteness to appropriately handles sensitive issues and situations and to represent the County appropriately in internal and external interactions; excellent organization skills with the demonstrated ability to plan and execute own and assigned staff's work effectively to successfully complete assigned tasks accurately and respond in accordance with applicable guidelines, directives and requirements; ability to multi-task while maintaining the integrity of time sensitive emergency situations and related documentation and recordkeeping; ability to read, and consistently comprehend, interpret, accurately apply and communicate complex policies, directives, regulations and requirements related to first responders and emergency response; sound critical thinking and problem solving skills with the ability to appropriately resolve a variety of complex and sensitive questions and issues within established policies, guidelines, requirements and procedures; ability to accurately collect, research, verify, enter and maintain data in various systems inherent to assigned duties while responding to 911 callers in emergency situations; sound judgment with demonstrated ability to consider and weigh a variety of relevant factors and make accurate decisions or recommendations; ability to synthesize and compile multiple types of data and produce easily understood reports and other materials as assigned; good oral and written communication skills; ability to express ideas clearly, concisely and calmly to staff and 911 callers in various states of distress; ability to work independently and as part of a team; strong supervisory skills including good training skills and the ability to effectively manage workloads and competing priorities, and to foster and maintain high morale and engagement with staff; demonstrated ability to collaborate effectively to establish and maintain a good working relationships with colleagues, communications staff, department staff, first responders, the public and other relevant stakeholders; excellent interpersonal skills with the demonstrated ability to remain calm in emergency situations, facilitate productive work environment and working relationships with and between communications staff working in a high pressure, close quarters, work environment; strong computer skills with ability to use computer and typical business software, proprietary software and applications, use and maintain data in multiple systems simultaneously for emergency response management, data management and reporting; ability to operate complex communications equipment incidental to assigned duties; personal accountability including teamwork and establishing and maintaining positive relationships the public and colleagues; excellent customer service skills; tact; and courtesy. Must be able to positively and appropriately represent the County with the public and other stakeholders. Requires the ability to work a flexible schedule which may include days, evenings, nights, weekends and holidays in a 24-hour, 7-days per week, 365-days per year in a 911 call center operation.

Minimum Education and Experience:

Education: Graduation from high school or GED; with relevant two-year degree preferred;

Experience: Five (5) years of relevant work experience as a Communications Officer in an Emergency Communications Center with 24/7/365 operations; including two (2) years of relevant work experience in a supervisory capacity;

OR: Any equivalent combination of education, experience and training which provides the required knowledge, skills and abilities.

Additional Requirements:

NOTE: Effective 4/1/2009 County Ordinance 1128 requires a criminal history record check and fingerprinting of all employees in authorized and hourly safety sensitive positions.

NOTE: All employees are required to successfully complete National Incident Management System (NIMS) Incident Command System (ICS) 700 (Introduction) training. Successful completion of additional NIMS ICS training courses may be required based on the job classification, level of responsibility, and department. Please refer to Fire's Intranet site for a list of NIMS ICS requirements by job classification.

- Must be willing to work assigned shift which may include days, evenings, nights, weekends and holidays as assigned.
- Must successfully complete all State-mandated certification programs, including Emergency Medical Dispatcher, within Division-established time frames.