

EMERGENCY SERVICES DISPATCH MANAGER

DEFINITION

Under general direction, plans, organizes, and directs the operation of the Police Department's Communications Bureau; supervises emergency services dispatch staff; and provides highly responsible and complex support to Police Department management staff.

SUPERVISION RECEIVED/EXERCISED

Receives supervision from sworn Police management staff. Exercises supervision over emergency services dispatch staff, including selection, training, preparing performance evaluations and recommending disciplinary actions.

DISTINGUISHING CHARACTERISTICS

Emergency Services Dispatch Manager is a non-sworn, bureau manager in the Police Department. The incumbent plans, schedules, and directs the operations and activities of subordinates involved in dispatching police emergency and non-emergency calls for service. This class is distinguished from the Emergency Services Dispatch Supervisor in that the latter is the first-line supervisory level in the Emergency Services Dispatcher series.

The Emergency Services Dispatch Manager reports to a sworn administrative officer. This is an unclassified position in which the incumbent serves at the will of the Police Chief.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES

May include, but not limited to, the following:

Plans, assigns and directs the work activities of the Communications Bureau.

Directs the operation of the Computer-Aided Dispatch system.

Recommends selection of subordinate personnel; prepares and reviews employee performance evaluations; counsels employees to correct deficiencies; recommends disciplinary actions.

Confers with Police management and field personnel to coordinate, develop, implement, and modify communications policies and procedures to assure effective and appropriate delivery of services; and makes revisions, recommendations or improvements as appropriate.

Establishes training programs for subordinates; may administer staff training as needed.

Analyzes and interprets laws and regulations and department policies and procedures applicable to the operation of the Communications Bureau.

Investigates complaints and responds to citizen inquires; may handle complex calls or

situations.

Evaluates and recommends the purchase of materials, new and replacement equipment, and contractual services.

Develops strategies to evaluate current and future operational needs.

Develops and administers the Communications Bureau budget. Maintains records and prepares reports as necessary.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of:

Principles and practices of effective employee supervision, including selection, training, work evaluation and discipline.

Methods, procedures and techniques used in the operation of a public safety dispatch system.

Departmental regulations and policies pertaining to public safety dispatch procedures.

Principles of municipal budget preparation and administration.

Skill/Ability to:

Plan and direct the operations and staff of a public safety communications center.

Supervise, train and evaluate subordinate staff.

Exercise initiative and sound judgment in solving difficult and complex administrative and technical issues.

Interpret and apply complex laws, regulations and policies.

Prepare and deliver effective oral presentations.

Prepare and present accurate, comprehensive and concise reports, records, correspondence and other written materials.

Establish and maintain cooperative and effective working relationships.

Operate modern office equipment including computer software and hardware applications.

MINIMUM QUALIFICATIONS

Education:

Possession of a bachelor's degree from an accredited college or university.

Experience:

Three (3) years of supervisory experience in a public safety dispatch communications center. Additional qualifying experience may be substituted for the required education on a year-for-year basis.

Special Requirement:

Possession of a valid California Driver's License may be required.

Must successfully complete a Computer Voice Stress Analyzer (CVSA) and/or polygraph test, a medical examination, and an extensive background investigation prior to appointment.

APPROVED: _____ *(Signature on File)*
Interim Director of Personnel Services

DATE: 10/23/2023

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