

**EMERGENCY SERVICES DISPATCH SUPERVISOR**

**DEFINITION**

Under direction, supervises personnel in the Police Department engaged in dispatching public safety personnel and equipment.

**SUPERVISION RECEIVED/EXERCISED**

Receives supervision from the Communications Bureau Commander and/or Manager. Supervises Emergency Services Dispatchers I, II, and III and other subordinate personnel.

**DISTINGUISHING CHARACTERISTICS**

Emergency Services Dispatch Supervisor is the first-line supervisory level in the Emergency Services Dispatcher series. On an assigned shift, incumbents plan, schedule, and supervise the activities of subordinates involved in dispatching police emergency and non-emergency calls. This class is distinguished from Emergency Services Dispatch Manager in that the incumbent of the latter is responsible for managing the overall multi-shift operations of the Communications Bureau. It is distinguished from Emergency Services Dispatcher III in that the latter is the advanced working/lead level class in which incumbents train dispatchers in the use and operation of the multi-channel radio and Computer-Assisted Dispatch (CAD) system console and related equipment. Incumbents in this class will be assigned to work a ten hour period and are subject to work nights, weekends, holidays, and management-directed time as needed.

**EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES**

*May include, but are not limited to, the following:*

Assigns and schedules the work of subordinate personnel on an assigned shift.

Supervises subordinate personnel from all work shifts during the supervisor's work hours.

Provides for and participates in the training of all Communications Center personnel.

Evaluates the work of subordinate personnel; prepares employee performance evaluations; counsels employees to correct deficiencies; investigates alleged misconduct and recommends disciplinary actions.

Conducts staff briefings prior to the commencement of each shift.

Investigates complaints and responds to citizen inquires; handles unusual and complicated calls or situations.

Controls and develops communications procedures.

Maintains and prepares records and reports.  
Performs related duties as required.

**JOB RELATED AND ESSENTIAL QUALIFICATIONS**

**Knowledge of:**

Discretionary and mandatory procedures of the Police Department.

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

The major streets, areas, and buildings in Fresno.

**Skill/Ability to:**

Supervise, train, and evaluate subordinate staff.

Make decisions in stressful situations and to relay and carry out moderately complex oral and written instructions.

Maintain records and to supervise the preparation of reports.

Establish and maintain effective working relationships with others.

**MINIMUM QUALIFICATIONS**

**Education:**

Sixty (60) semester units from an accredited college or university in business administration, public administration, criminology, communications, or a related field may be substituted for one (1) year of qualifying experience.

**Experience:**

Five (5) years of experience in emergency services dispatching, which included operation of a multichannel radio and Computer-Assisted-Dispatch (CAD) system console and related equipment to dispatch public safety units.

**Special Requirement(s):**

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)  
Director of Personnel Services

DATE: 12/6/2023