



CITY OF CITRUS HEIGHTS

POLICE COMMUNICATIONS SUPERVISOR

DEFINITION

To plan, organize direct and supervise Police Department dispatch and communication operations; to provide administrative and technical support to higher-level management staff; and to perform the more technical and complex tasks expected of assigned area of responsibility.

SUPERVISION RECEIVED AND EXERCISED

- Receives direction from the Police Services Manager.
- Exercises direct supervision over dispatch staff and other professional staff as assigned; may exercise technical and functional supervision over other professional staff as appropriate.

EXAMPLES OF DUTIES - Duties may include, but are not limited to, the following:

- Recommend and assist in the implementation of goals and objectives; establish schedules and methods for police dispatch/communication services; implement policies and procedures.
- Evaluate operations and activities of assigned responsibilities; recommend improvements and modifications; prepare various reports on operations and activities.
- Participate in budget preparation and administration; prepare cost estimates for budget recommendations; submit justifications for dispatch/communication services; monitor and control expenditures.
- Monitors computer software; updates computer aided dispatch files as necessary; performs basic problem solving; coordinates repairs and maintenance issues with system.
- Plan, manage, and coordinate dispatch/communication activities, including prioritizing, assigning, supervising and reviewing the work of dispatch staff; prepare work schedules to provide for adequate coverage on all shifts; prepare and approve vacation leave, training and overtime schedules.
- Participate in the selection of staff; provide or coordinate staff training; conduct performance evaluations of dispatch/communications staff; work with employees to correct deficiencies; implement disciplinary procedures.
- Participate in the development of effective training programs; provide or oversee the training of new dispatch and other personnel as assigned.
- Supervise maintenance of records and files necessary to the dispatch function and others as assigned; prepare analytical and statistical reports on operations and activities.
- Assist in the emergency dispatch of public safety personnel as needed; operate the computer-aided dispatch 911 System Enhancement system; take command responsibility over critical incidents affecting the facility and on-duty staff.
- Review and investigate internal and external complaints; prepare necessary written documentation.
- Analyze data and prepare related written reports.
- Attend and participate in professional group meetings; remain up-to-date with new trends and innovations in the field of police dispatch/communication.
- Build and maintain positive working relationships with internal and external stakeholders, colleagues, vendors, and the public using principles of good customer service.

- Perform the full range of duties of lower level dispatch personnel.
- Perform other related duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:

- Operations, services and activities of a modern police dispatch/communications center.
- Methods and techniques of computer aided dispatch, including associated systems and radio equipment.
- Automated law enforcement information systems and procedures; and standard law enforcement information, communication, and record keeping methods and techniques.
- Principles of supervision, training and performance evaluation. Principles and practices of budget preparation and monitoring.
- Current law enforcement and police patrol practices/procedures and related terminology. City and Police Department policies and procedures.
- Pertinent federal, state and local laws, codes and regulations, including Federal Communications Commission's regulations.
- Correct English usage, spelling and punctuation, and grammar. Personal computer use and methods.

Ability to:

- Organize, implement and direct police dispatch/communication operations and activities; and perform the full range of duties assigned to lower level dispatch personnel.
- On a continuous basis, know and understand all aspects of the job; intermittently analyze work papers, reports and special projects; identify and interpret technical and numerical information; observe and problem solve operational and technical policy and procedures.
- On a continuous basis, sit at desk for long periods of time; intermittently twist to reach equipment surrounding desk; perform simple grasping and fine manipulation; use telephone, and write or use a keyboard to communicate through written means; and lift or carry weight of 15 pounds or less.
- Interpret and explain pertinent City and Police Department policies and procedures. Assist in the development and monitoring of an assigned program budget.
- Develop and recommend policies and procedures related to assigned operations.
- Operate a CAD system and other associated technologies and systems quickly, effectively and accurately.
- Respond to and resolve difficult and sensitive citizen inquiries and complaints; effectively communicate and elicit information from upset and irate callers; demonstrate a high ability to interact with the public courteously, with patience and a positive attitude.
- Perform multiple cognitive and manual tasks simultaneously.
- Remain calm, work under pressure, exercise good judgment, determine appropriate action, and make sound decisions in emergency situations.
- Listen effectively and use skilled techniques of questioning for both emergency and non-emergency calls.
- Express themselves in English in a clear, distinct, and understandable manner when speaking.
- Provide high quality, economical services to the Citrus Heights community, placing emphasis on responsive customer service.
- Demonstrate a civic entrepreneurial spirit by generating new, innovative ideas and development of better methods to accomplish tasks and complete projects.

- Foster an environment that embraces diversity, equity, inclusion, integrity, belonging, trust and respect.
- Be an integral team player, which involves flexibility, cooperation and communication.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Work with various cultural and ethnic groups in a tactful and effective manner.
- Communicate clearly and concisely, both orally and in writing.
- Use a computer with proficiency and familiarity.

Experience and Training

Any combination of experience and training that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

Experience:

Four years of police dispatching experience similar to the Police Dispatcher II in the City of Citrus Heights, including two years of lead and/or supervisory responsibility.

Training:

Equivalent to the completion of the twelfth grade.

License or Certificate:

May need to possess a valid California driver's license and proof of automobile liability insurance as required by the position.

Possession of, or ability to obtain, California POST Public Safety Dispatcher Basic Certificate is highly desirable; such certificate must be obtained by completion of probation.

PHYSICAL/SENSORY REQUIREMENTS

On a continuous basis, sit at a desk/console for long periods of time. Intermittently, twist and reach office equipment; write or use keyboard to communicate through written means; give clear, oral instructions to incoming callers and public safety personnel in the field; clearly respond to incoming calls for assistance and information; monitor and relay public safety personnel responses over the radio; lift and carry weight of 15 pounds or less.

File:	Police Communications Supervisor
FLSA:	Exempt
Created:	07/20/05
Revised:	03/25/10 07/2010 – Updated EEO Language 07/27/10 – Revised POST certificate from “required” to “ability to obtain” 10/15/10 – Corrected EEO Language 10/18/2022 – Formatting, update supervisor/supervision, Add Physical/sensory requirements