

City of San Jose
CLASS SPECIFICATION

04/22

Title: Supervising Public Safety Dispatcher (8512)

DEPARTMENT	ACCOUNTABLE TO	FLSA STATUS
Fire Department	Division Manager	Non-Exempt

CLASS SUMMARY

Under direction, performs work of considerable difficulty in supervising and directing employees engaged in dispatching emergency fire or other public safety equipment on an assigned shift or specialized area. Prepares staffing plans and work schedules. Assigns personnel as workloads dictate and schedules overtime as necessary. Updates and maintains specific components of the CAD database. Performs related work as required.

DISTINGUISHING CHARACTERISTICS

This class has full supervisory responsibility of the dispatching function on an assigned shift or for a specialized area, including training. Incumbents regularly work on tasks that are varied and complex, requiring considerable discretion and independent judgment. Positions in this classification rely on experience and judgment to ensure the efficient and effective functioning of the assigned dispatch shift. Assignments are given with general guidelines and incumbents are responsible for establishing objectives, timelines, and methods to deliver services. Work is typically reviewed upon completion for soundness, appropriateness, and conformity to policy and requirements. This class differs from the Senior Public Safety Dispatcher in that incumbents of the latter class serve in a first line supervisory capacity over a segment of the dispatching operation on a shift, or in a specialized assignment area such as Training, Administration, Quality Assurance, and Support Services.

QUALIFICATIONS

(These qualifications are typically required. An equivalent combination of education and experience sufficient to satisfactorily perform the duties of the job may be substituted.)

Minimum Qualifications

Education and Experience

Completion of high school or equivalent (General Education Development [GED] Test or California Proficiency Certificate) AND two (2) years of experience as a Senior Public Safety Dispatcher with the City of San José OR three (3) years of supervisory public safety dispatch experience with a public safety agency.

Required Licensing (such as driver's license, certifications, etc.)

- Possess of a valid State of California driver's license.

Other Qualifications

(Incumbents may be required to have different combinations of the listed qualifications, or more specific job-related qualifications depending on the position.)

Basic Competencies

(Needed at entry into the job in order to perform the essential duties.)

- Job Expertise - Demonstrates knowledge of and experience with applicable professional/technical principles and practices, Citywide and departmental procedures/policies and federal and state rules and regulations.
- Communication Skills - Effectively conveys information and expresses thoughts and facts clearly, orally and in writing; demonstrates effective use of listening skills; displays openness to other people's ideas and thoughts.

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- Computer Skills - Experienced with common business computer applications including but not limited to: MS Outlook, MS Word, MS PowerPoint, MS Access, and MS Excel.
- Teamwork & Interpersonal Skills - Develops effective relationships with co-workers and supervisors by helping others accomplish tasks and using collaboration and conflict resolution skills.
- Building Trust – Communicates an understanding of the other person's interests, needs and concerns; identifies and communicates shared interests and goals; identifies and communicates differences as appropriate; demonstrates honesty, keeps commitments and behaves in an appropriate manner.
- Decision Making - Identifies and understands issues, problems, and opportunities; uses effective approaches for choosing a course of action or developing appropriate solutions.
- Flexibility - Makes effective decisions and achieves desired results in the midst of major changes in responsibilities, work processes, timeframes, performance expectations, organizational culture, or work environment.
- Planning - Acts to align own unit's goals with the strategic direction of the organization; Defines tasks and milestones to achieve objectives, while ensuring the optimal use of resources to meet those objectives.
- Supervision - Sets effective long and short-term goals based on a good understanding of management practices; establishes realistic priorities within available resources; provides motivational support; empowers others; assigns decision-making and work functions to others in an appropriate manner to maximize organizational and individual effectiveness.

DUTY NO.	TYPICAL CLASS ESSENTIAL DUTIES:(These duties and estimated frequency are a representative sample; position assignments may vary depending on the business needs of the department.) Duties may include, but are not limited to, the following:	FREQUENCY*
1.	Directs the activities of employees on an assigned shift or specialized area; functional responsibilities include training, scheduling, overtime, and public safety communication systems and records.	Daily/Several Times
2.	Evaluates the performance of public safety dispatching personnel; reviews reports and evaluations on personnel prepared by Senior Public Safety Dispatchers; prepares and delivers evaluations on direct reports.	Daily/Several Times
3.	Prepares staffing plans and work schedules; assigns personnel as workloads dictate and schedules overtime as necessary. Conducts overtime needs reassessments. Ensures accurate tracking of schedules and time keeping data.	Daily
4.	May update and maintain certain components of the CAD database, such as those related to mapping, paging, and personnel related matters.	Daily
5,	May coordinate facilities maintenance and repair work with service providers, including with communications and maintenance personnel for emergency repairs of facility or equipment.	Daily
6.	Provides input and expertise on projects that relate to or have an impact on fire communications operations.	Daily

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7.	May handle leaves of absences for dispatch employees. Maintains a working list and coordinates leaves of absence with fire personnel unit on individual cases as needed.	Weekly
8.	May assist in personnel matters such as conducting the recruitment and hiring process, or providing recommendations regarding discipline and other personnel related actions.	Weekly
9.	Resolves operational conflicts between personnel and service recipients at the field level.	Weekly
10.	Researches incidents and prepares reports.	Weekly
11.	Prepares reports and records of shift activities.	Weekly
12.	May train and instruct dispatchers in operational procedures and functional dispatching areas; prepares reports and records of training activities.	Weekly
13.	May participate in the selection and procurement of technology for fire communications and services.	Intermittent
14.	Manages the implementation of new policies, procedures, and technology in cooperation with outside departments, vendors, superiors, colleagues, and subordinates.	Intermittent
15.	Performs other related duties as assigned.	As Required

*Frequency defined as Daily/Several Times, Daily, Weekly, Intermittent, or As Required

PHYSICAL/ENVIRONMENTAL ELEMENTS

The following is a general statement for the classification. Individual positions may have additional or different physical/environmental elements.

In an office environment, possess ability to:

- Operate, access, enter, and retrieve data using standard office equipment, including but not limited to a computer or tablet;
- Read printed materials and multiple computer screens;
- Perform repetitive movements, such as neck and head movement between multiple computer screens, as well as repetitive typing and utilizing a mouse;
- Communicate in person and over the telephone, including but not limited to talking and typing for prolonged periods of time;
- Lift, carry, push, and pull materials and objects up to 25 pounds, or heavier weights, in all cases with the use of proper equipment;
- Move between/within work areas, including but not limited to sitting, walking, and standing on various surfaces, turning, bending, grasping, and making repetitive hand movements;
- Be exposed to moderate to excessive noise levels and controlled temperature conditions;
- Work in a structured and sometimes stressful work environment that includes structured breaks and lunch schedules, extended hours, and shift work;
- Maintain professional demeanor during interactions with staff, customers and the public.

CLASSIFICATION HISTORY Created 8/86, Rev. 12/86, Rev. & Ret. 8/88, Rev. 4/92, Rev. 12/13, Rev. 12/14, Rev. 09/17; s003, Rev. 04/22; s004