



DEPARTMENT OF HUMAN RESOURCES
CITY & SCHOOLS

CITY OF STAUNTON
POSITION DESCRIPTION

JOB TITLE: Dispatch Team Leader (Public Safety L.D.)	DEPARTMENT: Police Department
IMMEDIATE SUPERVISOR: Support Operations Lieutenant	GRADE/RANK: 12
	FLSA/ESSENTIAL STATUS: Non-Exempt

GENERAL DEFINITION AND PURPOSE OF WORK:

Serves as the lead Dispatcher and first line supervisor for communications shift and performs intermediate technical work dispatching law enforcement, fire, rescue and other equipment and personnel in response to emergency situations. Work is performed independently and reports to Police Department supervisor.

ESSENTIAL FUNCTIONS/TYPICAL TASKS:

The minimum performance expectations include, but are not limited to, the following functions/tasks:

- Serves as the lead Dispatcher and first line supervisor for communications shift;
- Coordinates and/or trains new dispatchers in operations, SOP, regulations, laws etc. and coordinates in-service training for dispatcher personnel;
- Receives law enforcement, medical, fire, EMS and related requests;
- Prepares and maintains computerized and other records and files;
- Operates radios, telephone switchboard, alarm systems, recording devices, telecomputer NCIC/VCIN terminals and computer terminals;
- Responds to requests for information, complaints and calls from citizens, city departments and service agencies;
- Coordinates daily activities with on-duty Police, Fire and Rescue supervisory personnel;

- shift scheduling with the Support Services Sergeant;
- Assists Dispatchers with the operation of radios, telecommunications equipment, recording devices, and computer terminals;
- Receives and forwards service requests, complaints and other calls for City departments and agencies;
- Enters information into computer systems ensuring accuracy of data;
- Prepares and maintains documentation, data, reports and records;
- Maintains working knowledge of operating procedures of agencies served by 911 center;
- Utilizes computer data base for research, mapping, data collection and computer aided dispatch;
- Prepares reports on operations, makes recommendation for improved operations and management of center;
- Supervises employees by reviewing their daily work and coaching for better performance;
- Maintains documentation employees work performance, deals with discipline issues and completes performance evaluations;
- Attends internal and external meetings to coordinate dispatch services with Police, Fire and Rescue and other appropriate agencies;
- Provides input into SOP, policies and procedures and regulations, budget needs, equipment and supplies governing dispatch operations;
- Assists in the hiring process for department positions;
- Coordinates with other lead dispatch positions ensuring continuity of operations and management and;
- Performs related tasks as assigned.

KNOWLEDGE, SKILLS AND ABILITIES:

Must have the ability to supervise the activities of subordinate staff and to plan and direct their work as well as have the knowledge and skill in operation of communication systems, dispatch equipment and software used in a communication center. Must have the ability to deal courteously, firmly and tactfully with the public as well as a knowledge of radio and teletype procedures as well as a demonstrated ability to perform multiple tasks simultaneously with accuracy. Must also have the ability to type/keyboard at a reasonable rate of speed, speak distinctly and hear clearly and the ability to solve problems within scope of responsibility. Be able to deal courteously with the public in all situations including under stressful conditions as well as establish and maintain effective working relationships with others. Must have the ability to remain calm and response appropriately in emergency situations and have demonstrated abilities to interpret policies and procedures, follow oral and written instructions, work with detail in an accurate manner and deal with information in a confidential manner.

QUALIFICATIONS/EDUCATION AND EXPERIENCE:

High school diploma or equivalent amount of training and experience and current certification as DCJS Basic Communicator, NCIC and VCIN, Emergency Medical Dispatcher and CPR and have considerable experience in dispatching of emergency personnel.

SPECIAL REQUIREMENTS:

Must be able to successfully complete Law Enforcement Dispatch training and Emergency Medical Dispatch training. Must be able to acquire VCIN/NCIC Operator certificates and be able to work 12 hour shifts, night, weekends and holidays.

PHYSICAL DEMANDS and ENVIRONMENTAL CONDITIONS:

This is sedentary work requiring the exertion of up to 10 pounds of force occasionally and a negligible amount of force frequently or constantly to move objects; work requires reaching, grasping, and repetitive motions; vocal communication is required for expressing or exchanging ideas by means of the spoken word, and conveying detailed or important instructions to others accurately, loudly and/or quickly; hearing is required to receive information at normal spoken word levels, and to receive detailed information through oral communications and/or to make fine distinctions in sound; visual acuity is required for color perception, preparing and analyzing written or computer data, determining the accuracy and thoroughness of work and observing general surrounds and activities; the worker is not subject to adverse environmental conditions.

ADA:

The employer will make reasonable accommodations in compliance with the American with Disabilities Act of 1990.

SUPERVISORY RESPONSIBILITIES:

Position acts as lead Dispatcher and first line supervisor for communications shift, normally supervising two other Dispatchers. Serves as trainer for newly hired Dispatch personnel and reports to the Sergeant of Support Operations.

EXAMPLES OF EXPECTED DECISION MAKING:

Position is responsible for making decisions on what services to dispatch to calls and what instructions to give to a caller to address a situation. Position is responsible for the overall operations of the shift in the E-911 Center, to include the assignment of personnel on the shift and proper interpretation of the Department's general orders, procedures, etc.

This job description in no way states or implies that these are the only duties to be performed by this employee. The Dispatch Team Leader will be required to follow any other instructions and to perform any other related duties as assigned by the supervisor.

The City of Staunton reserves the right to update, revise or change this job description and related duties at any time.

EVALUATION:

Performance of this job will be evaluated in accordance with city policy, using information from various sources to study and review the position holder's ability and effectiveness in carrying out the above responsibilities.

Approved by: Chief of Police and Chief Human Resources Officer

Revised Date: 2019