

**MONTGOMERY COUNTY GOVERNMENT, VIRGINIA
POSITION DESCRIPTION**

TITLE: DISPATCH SUPERVISOR

GENERAL DESCRIPTION

The essential function of the position within the organization is to supervise and oversee the dispatching of emergency services in response to calls for assistance. The position is responsible for supervising staff and overseeing dispatching services including scheduling, training, establishing procedures, monitoring, evaluating, dispatching, maintaining emergency reference materials, maintaining logs, tapes, and records, and servicing/maintaining equipment. The position works independently, reporting major activities through periodic meetings.

PRIMARY DUTIES: *This list represents the essential tasks performed by the position. Employees may be assigned additional duties by management as required.*

Supervises staff including selecting or recommending selection, training, assigning and evaluating work, counseling, disciplining, and terminating or recommending termination.

Oversees all shift operations; monitors ongoing actions and intervenes in difficult situations; evaluates procedures and initiates changes as required.

Coordinates activities and notifies appropriate personnel, agencies, and the media in emergency situations in accordance with policy and procedures.

Answers emergency service telephones, records essential information and dispatches units from appropriate agencies such as Police Department, Fire Department, or other emergency response activities.

Answers/responds to administrative telephones, other communications devices, and citizen requests or complaints; decides on appropriate courses of action, dispatches assistance as required, or refers to appropriate service agency.

Provides assistance to emergency services personnel by answering questions, researching information, or performing other services.

Oversees maintenance of various logs, charts, and recordings to provide records of all emergency and non-emergency actions for follow-up investigative, administrative, or legal actions.

Oversees operation and maintenance of emergency and non-emergency equipment such as computers, printers, playback systems, CAD, and other systems.

Oversees maintenance of an immediately available library of emergency reference material such as computer manuals, maps, repair logs, wrecker logs, policy/procedure SOPs, policy memos and other reference material.

Conducts or attends staff meetings, participates in and provides technical and other training; prepares reports and other administrative tasks as required.

DATA RESPONSIBILITY: *Data refers to information, knowledge, and conceptions obtained by observation, investigation, interpretation, visualization, and mental creation. Data are intangible and include numbers, words, symbols, ideas, concepts, and oral verbalizations.*

Compiles, examines, or evaluates data or information and possibly recommends action based on results.

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PEOPLE RESPONSIBILITY: *People refers to individuals who have contact with or are influenced by the position.*

Supervises or directs others by determining or interpreting work procedures, assigning specific duties, maintaining harmonious relations, and promoting efficiency.

INVOLVEMENT WITH THINGS: *Things refers to inanimate objects such as substances, materials, machines, tools, equipment, work aids, or products. A thing is tangible and has shape, form, and other physical characteristics.*

Supervises the handling of machines, tools, equipment, or work aids involving extensive latitude for judgment regarding attainment of standard or in selecting appropriate items, such as electronic telecommunications equipment, the application of custom or commercial emergency management software, and other complex software or systems.

ASSETS RESPONSIBILITY: *Assets responsibility refers to the responsibility for achieving economies or preventing loss within the organization.*

Requires responsibility and opportunity for achieving considerable economies and/or preventing considerable losses through the management of a large division or minor department.

SAFETY OF OTHERS: *Safety of others refers to the responsibility for other people's safety, either inherent in the job or to assure the safety of the general public.*

Requires considerable responsibility for the mid-level management of the provision of continuous enforcement of the laws and standards of public health and safety.

MATHEMATICAL REQUIREMENTS: *Mathematics deals with quantities, magnitudes, and forms and their relationships and attributes by the use of numbers and symbols.*

Uses addition, subtraction, multiplication, and division; may compute ratios, rates, and percents.

COMMUNICATIONS REQUIREMENTS: *Communications involves the ability to read, write, and speak.*

Reads journals and manuals; composes specialized reports and business letters using proper format and grammar; speaks to groups of coworkers and people outside the organization.

COMPLEXITY OF WORK: *Complexity of work addresses the analysis, initiative, ingenuity, creativity, and concentration required by the position and the presence of any unusual pressures.*

Performs skilled work involving rules/systems with almost constant problem solving; requires normal attention with short periods of concentration for accurate results and occasional exposure to unusual pressure.

IMPACT OF DECISIONS: *Impact of decisions refers to consequences such as damage to property, loss of data or property, exposure of the organization to legal liability, or injury or death to individuals.*

Makes decisions with very serious impact - affects entire organization and the general public; probability of loss of life and/or damage is very likely.

EDUCATION AND EXPERIENCE REQUIREMENTS

EDUCATION REQUIREMENTS: *Education requirements refers to job specific training and education required for entry into the position.*

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Requires high school diploma or GED, and one year of college or vocational school education in telecommunications or a closely related field.

LICENSES, CERTIFICATIONS, AND REGISTRATIONS REQUIRED: *Licenses, certifications, and registrations refers to professional, state, or federal licenses, certifications, or registrations required to enter the position.*

Requires equipment certification.

EXPERIENCE REQUIREMENTS: *Experience refers to the amount of work experience that is required for entry into the position that would result in reasonable expectation that the person can perform the tasks required by the position.*

Requires four years of related experience.

AMERICANS WITH DISABILITIES REQUIREMENTS

PHYSICAL DEMANDS: *Physical demands refers to the requirements for physical exertion and coordination of limb and body movement.*

Requires sedentary work involving standing or walking for brief periods and some dexterity in operating machines or office equipment.

UNAVOIDABLE HAZARDS: *Unavoidable hazards refers to unusual conditions in the work environment that may cause illness or injury.*

The position is exposed to no unusual environmental hazards.

SENSORY (ADA) REQUIREMENTS: *Sensory requirements refers to hearing, sight, touch, taste, and smell necessary to perform the tasks required by the position efficiently.*

The position requires normal visual acuity and field of vision, hearing, speaking, and color perception.

AMERICANS WITH DISABILITIES ACT COMPLIANCE

The Montgomery County Government of Virginia is an Equal Opportunity Employer. ADA requires the County to provide adequate accommodations to qualified persons with disabilities. Prospective and current employees are encouraged to discuss ADA accommodations with management.