

Telecommunicator Supervisor



Position Description

Status

Full-Time, Non-Exempt

Compensation

12% above top step of B21

Bargaining Unit

GELC – Telecommunicator Supervisors

Reports to

Central Dispatch Manager

Supervises

Telecommunicators

Position Category

Coordinator

Summary

Receives calls and dispatches for all public safety within Allegan County, emergency and nonemergency related. Law Enforcement Information Network (LEIN) record entry and management for law enforcement and courts. Provides leadership, coaching, oversight to team and shift. Conducts monthly quality assurance.

Essential Functions

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Performs all duties of a Telecommunicator.
2. Assigns work, monitors performance, develops and maintains staff scheduled and responds to operational questions and provides assistance to staff on unusual or emergency situations. Evaluates dispatch staffing levels, may make recommendations, participates in evaluating performance and may participate in employee interviews.
3. Maintains records and activity summaries for the shift. Maintains various computer files & provides information to telephone company to update their 9-1-1 database. Updates and distributes street directory to agencies serviced by Central Dispatch.
4. Develops and administers professional development, and in-service training programs as needed.
5. Ensures proper operation of all center equipment. May perform some troubleshooting or notify maintenance/repair personnel.
6. Reviews and duplicates audio tapes for court, agencies, and other purposes. Responds to complaints from agencies or the public and resolves or refers to the Assistant Director or Director for assistance.
7. Record management logs for: Master Street Address Guide (MSAG) and audio logs.

Competencies - Competencies are listed below.

- Customer Focus
- Teamwork
- Employee Engagement
- Process Focus
- Financial Resources
- Goal/Results Oriented
- Communication
- Leadership & Influence
- Decision Making & Judgement
- Analysis & Problem Solving

Supervisory Responsibility

This position has direct supervisory responsibilities.

Work Environment

This job operates in a professional office environment in a locked dispatch center. This role routinely uses standard office equipment such as computers, phones, photocopiers and filing cabinets.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is regularly required to express oneself and exchange information both verbally and in writing. The employee is required to move about the office environment; operate a computer and other office machinery; and move or transport files or other items to meetings and other office spaces. This is largely a sedentary role; however, some filing maybe required. The ability to open filing cabinets and bend or stand on a stool as necessary is required. At times this position maybe required to work in extreme temperatures during outdoor events.

Travel

Travel is required to access County buildings and employees, as well as meetings and training opportunities throughout the State. Occasionally may require travel outside the state.

Required Education and Experience

1. Associate's Degree or equivalent plus up to one year of specialized or technical training beyond high school. Equivalent experience may be considered as an alternative to a degree.
2. Two years of experience dispatching.
3. Within one year of hire must be Emergency Medical Dispatch (EMD) certified, Law Enforcement Information Network (LEIN) certified and have completed a State basic dispatching course.
4. Keyboard speed and accuracy with minimum of 40 words per minute.

Preferred Education and Experience

1. Two years' experience in public safety related field with four years of experience dispatching.

Other Duties

Ability to competently perform all the essential duties of the position, with or without reasonable accommodation, demonstrated commitment to effective customer service delivery, and the ability to work productively as a member of a team or work group are basic requirements of all positions at Allegan County.

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

Signature

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee _____ Date _____