

CLASS SPECIFICATION
SAN DIEGO CITY CIVIL SERVICE COMMISSION
POLICE DISPATCH SUPERVISOR - 1918

DEFINITION:

Under direction, on an assigned shift, to supervise the work of assigned subordinate dispatchers staffing the telephone or radio consoles in the Police Department Communications Center; and to perform related work.

*** EXAMPLES OF DUTIES:**

- Plans, assigns, and reviews the work of subordinate telephone or radio dispatchers in the Police Department's Communication Center;
- Monitors communication between citizens, dispatchers, and police units to ensure accurate information is given;
- Monitors status of police units to ensure availability for case assignment;
- Maintains liaison between Police Communications Center and other law enforcement and emergency service agencies;
- Serves on committees as needed to plan for special events or emergencies;
- Investigates and resolves complaints regarding subordinate performance and service levels;
- Develops and conducts training sessions;
- Assists assigned subordinates in the more complex or non-routine calls;
- Determines staffing needs and prepares output measures and management reports;
- Supervises critical incidents when necessary;
- Maintains records;
- Interviews and participates in the selection of prospective employees;
- Trains, reviews, and rates the performance of subordinates;
- Reviews new technology for use in Communications Center.

MINIMUM QUALIFICATIONS:

Please note: the minimum qualifications stated below are a guide for determining the education, training, experience, special skills, and/or license which may be required for employment in the class. These are re-evaluated each time the position is opened for recruitment. Please refer to the most recent Job Description for updated minimum qualifications: <https://www.governmentjobs.com/careers/sandiego/classspecs>.

Two years of full-time experience as a Police Radio Dispatcher, which must include one year of full-time experience as a Police Dispatcher and/or Police Lead Dispatcher with the San Diego Police Department, **AND** successful completion of Police Phone Dispatcher Phase Training and Police Radio Dispatcher Phase Training. Time served completing Police Phone Dispatcher Phase Training and Police Radio Dispatcher Phase Training does not qualify for the experience requirement.

- * EXAMPLES OF DUTIES performed by employees in this class. The list may not include all required duties, nor are all listed tasks necessarily performed by everyone in this class.**