

**CLASS SPECIFICATION**

**SAN DIEGO CITY CIVIL SERVICE COMMISSION**

**FIRE DISPATCH SUPERVISOR**

**DEFINITION:**

Under direction, on an assigned shift, to supervise the work of subordinate dispatchers in the Fire Department Communications Center; and to perform related duties.

**\* EXAMPLES OF DUTIES:**

- Plans, assigns, and reviews the work of subordinate radio and telephone dispatchers;
- Monitors communications to ensure that telephone and radio calls are handled properly and expeditiously;
- Investigates and resolves citizen complaints and other inquiries regarding dispatching of requests;
- Requests assistance from other agencies as directed;
- Determines staffing needs for assigned shift;
- Reviews requests for time off and monitors work schedules to ensure adequate staffing for the assigned shift;
- Reviews and recommends revisions to Dispatcher Training Programs and Dispatch Policies and Procedures;
- Researches tapes of prior dispatch communications for quality assurance as requested;
- Prepares output measures and management reports;
- Interviews and assists in the selection of new dispatchers;
- Trains evaluates and rates the performance of subordinates;
- Serves as liaison between the Fire Communication Center and field staff;
- Performs other related duties as assigned.

**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 Announcement for updated minimum qualifications.

Two years of experience as a dispatcher including one year as a Fire Dispatcher with the City of San Diego Fire Department.

- \* **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.