

CLASS SPECIFICATION

SAN DIEGO CITY CIVIL SERVICE COMMISSION

POLICE DISPATCH SUPERVISOR

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's Communications Center; and to perform related duties.

* 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;
- 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;
- 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 of experience as a radio or telephone dispatcher with the San Diego Police 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.