



## CLASS SPECIFICATION

### Modoc County

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CLASS CODE:	7122-012
CLASS TITLE:	<b>Dispatch Supervisor</b>
FLSA DESIGNATION:	Non-Exempt
RANGE/STEP:	248 (Step A-F \$3,546 - \$4,526)

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### **JOB SUMMARY:**

This is a responsible position that serves to dispatch emergency and routine telecommunication messages to and from field personnel and law enforcement agencies and to perform clerical duties associated with the operations and activities of the Sheriff/ Coroner's Office. The dispatch supervisor will assign, supervise, evaluate, schedule and participate in the work of Dispatchers. This classification is non-sworn and is non-exempt under the overtime provisions of the FLSA.

### **DISTINGUISHING CHARACTERISTICS & DUTIES:**

Under general supervision of the Sheriff, Undersheriff and OES, will receive calls from the public and will dispatch the proper personnel to the emergency situation. Will assist in either emergency 911 calls, non-emergency phone lines, or in person.

Lead Dispatcher- Acts in a lead capacity to direct the activities of dispatchers and performs additional tasks and duties. Employees who advance to this level must have successfully completed the required training and demonstrated the skills and the ability to adequately fulfill this position. Supervises assigned dispatcher staff in performing duties relating to receiving and monitoring dispatch communications.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

*Essential functions, as defined under the Americans with Disabilities Act, may include any of the following tasks, knowledge, skills, and other characteristics. The list that follows is not intended as a comprehensive list; it is intended to provide a representative summary of the major duties and responsibilities. The position may not be required to perform all duties listed and may be required to perform additional, position-specific tasks.*

- Receives incoming calls for services from the public, either by emergency 911 calls, nonemergency phone lines, or in person.
- Operates Computer Aided Dispatch (CAD) equipment quickly and efficiently so as to dispatch appropriate law enforcement, fire, and/or medical personnel.
- Operates a variety of telecommunication equipment to receive and transmit information regarding vehicle registration, driving records, warrants, criminal records, and/or other related matters.
- Receives and processes routine business calls, requests for information, and/or referrals to other agencies. Relay information to other agencies as required.

- Analyzes, evaluates, and determines appropriate responses to situations requiring law enforcement intervention, which may include determining proper jurisdiction, personnel, and/or equipment to be dispatched.
- Perform administrative support work related to the Modoc County Sheriff's Office including logs, reports, applications, correspondence, preparations for events or other necessary tasks.
- Maintain status of units on assignment.
- Informs Department officials of situations and dispatch equipment when so advised.
- Assure compliance with protocols, procedures, guidelines, policy and law.
- Train current personnel on new dispatch equipment, procedures, policies and regulations in group and one-on-one settings.
- Serve as the agencies 911 Coordinator.
- Work closely with the courts, District Attorney, Probation Department, Police Department and other local law enforcement agencies to facilitate the smooth operation of the multi-agency communications center.
- Perform civil processing functions for Modoc County Sheriff's Office.
- Serve as the agency California Law Enforcement Telecommunications System (CLETS) Coordinator.
- Act as the liaison to the CA Department of Justice (CA DOJ) on matters pertaining to the use of the CA Law Enforcement Telecommunications System., the Federal Bureau of Investigation's National Crime Information Center (NCIC), the National Law Enforcement Telecommunications System (NLETS) and the CA DOJ criminal justice databases.
- Performs other duties as assigned.

**QUALIFICATIONS:**

*The requirements listed below are representative of the knowledge, skill and ability required to satisfactorily perform the job's essential duties and responsibilities.*

**KNOWLEDGE, SKILLS, AND ABILITIES (KSA'S):**

**Knowledge of:**

- English usage and grammar.
- Modern office procedures and practices.
- Operation and functions of the Sheriff's Department and other public safety agencies.
- Applicable rules, regulations, and procedures of the Sheriff/ Coroner's Office and the Federal Communications Commission on the receipt and transmission of radio and/or wireless communications.
- Topography and communities of Modoc County.
- Basic knowledge in operation of computer equipment and basic software applications.
- Effective supervisory practices.

- Proper operation and care of communication equipment.

**Ability to:**

- Effectively operate telecommunication equipment such as two-way radios and CAD equipment.
- React quickly, efficiently, and calmly in an emergency situation and to adopt an effective course of action.
- Type accurately at a rate sufficient to perform job duties.
- Maintain concentration and awareness during long period of time.
- Perform extensive data entry while performing other duties such as answering phones and radio traffic.
- Memorize and recall numeric and alpha codes.
- Ability to maintain and keep accurate records.
- Work a variety of shifts, including weekends, holidays and overtime.
- Communicate effectively and professionally.
- Establish and maintain effective working relationships.
- Supervise and train subordinate personnel.
- Work under stress and exercise good judgment in emergency situations.
- Perform a variety of moderately high difficulty clerical tasks.

**Required to:**

- Support the vision and mission of the county and its elected and appointed officials.
- Provide courteous and timely customer service to the public as the ultimate employer.
- Provide courteous and timely customer service to other county departments and work cooperatively with other county employees.
- Adhere to the Modoc County Code of Safe Practices.

**MINIMUM QUALIFICATIONS:**

*The requirements listed below are representative of the knowledge, skill and ability required to satisfactorily perform the job's essential duties and responsibilities.*

**Education and Experience**

Any combination of experience and training that would provide the required knowledge and abilities is qualifying.

Graduation from high school or possession of a General Educational Development Test (G.E.D.).

Applicants for Dispatcher must successfully complete a comprehensive background investigation, including obtaining California Law Enforcement Telecommunications System (CLETS) clearance through fingerprint submission.

Possession or ability to obtain a valid California Driver's License

Basic knowledge in operation of computer equipment and basic software applications.

Minimum of two (2) years of responsible clerical experience is preferred including frequent public contact.

Minimum of two (2) years of experience in the Modoc County Sheriff's Office or equivalent in a law enforcement organization.

Must have one (1) year of experience as a Dispatcher II.

Completion of Peace Officers Standards Training (P.O.S.T) Basic Dispatch Training.

Successfully complete the Peace Officers Standards Training (P.O.S.T) Supervisor course within one (1) year of obtaining the position of Dispatch Supervisor.

**PHYSICAL DEMANDS:**

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

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

While performing the duties of this job, the employee is regularly required to sit, talk, and hear for an extended period of time. The employee frequently is required to stand, and walk.

- The ability to operate a keyboard and like equipment is required.
- Positions in this classification occasionally bend, carry, stoop, twist, reach, push, and pull drawers open and closed to retrieve file information.
- Ability to move about on foot and lift, carry, reach, push, and pull materials and objects up to 30 pounds, as necessary to perform job functions.

**This class specification lists the major duties and requirements of the job and is not all-inclusive. Incumbent(s) may be expected to perform job-related duties other than those contained in this document and may be required to have specific job-related knowledge and skills.**

**All county of Modoc employees are designated Disaster Service Workers through State law (California Government Code §3100-3109). Employment with Modoc County requires the affirmation of a loyalty oath to this effect. Employees are required to complete all Disaster Service Work-related training as assigned, and to return to work as ordered in the event of an emergency.**

**FLSA Status is dependent upon meeting the qualifications for the exemption test. All of the following must be met for status to be Exempt. Upon meeting the Exempt status, a certification form will need to be completed to accompany the Personnel Action Notification (PAN) form.**

*Position created and approved by the Board of Supervisors on January 14, 2020  
Effective: January 1, 2020*

**Final verified classification approved by:**

DocuSigned by:  
  
**Human Resources and Risk Manager Director**

**Approved as to form:**

DocuSigned by:  
  
**County Counsel**

**Received and filed by:**

DocuSigned by:  
  
**Clerk of the Board**