

SUPERVISING DISPATCHER



Description:

Under the direction of the Emergency Communications Supervisor, supervises the shift dispatch operations in the center. This position has full supervisory responsibilities for the Emergency Service Dispatchers and Call Takers on their shift; performs other duties as required.

Distinguishing Characteristics:

This position requires an in-depth knowledge of the dispatch center operations and policies. Incumbents in this class demonstrate the ability to properly supervise personnel, motivate shift personnel to perform at a high level of competence, and accept responsibility for the actions of their shift. This supervisory position maintains room awareness to ensure the center is functioning properly. This position shares CONFIRE's goal of constantly improving the level of service provided to our member and contract agencies and the public they serve. Incumbents in this position are expected to possess a high degree of leadership, technical, and supervisory skills.

Duties may include, but are not limited to:

1. Directly supervises the Emergency Service Dispatchers and Call Takers assigned to their shift.
2. Assists in maintaining the high standards necessary for the efficient and professional operation of the center.
3. Recommends the promotion of personnel, conducts performance evaluations, and works with employees to correct deficiencies.
4. Identifies training requirements for the dispatch center and conducts training for their shift.
5. Monitors the actions of the personnel on their shift and ensures they are performing in a competent manner following all CONFIRE policies and procedures.
6. Assists in filling last minute openings in the work schedule by utilizing extra help, overtime, or forced-hiring.
7. Identifies individual problem areas for shift personnel and takes corrective action to include training, counseling, and disciplinary action.
8. Participates in the development and implementation of goals, objectives, policies, and priorities for the fire dispatch center.
9. Facilitates OES mutual aid resource request ordering and coordination.
10. Represents CONFIRE to the community, outside agencies or other organizations.
11. Provides vacation and temporary relief as required.
12. Provides other duties as required.

Typical Qualifications:

Three (3) years of full-time experience as a Fire/EMS dispatcher.

Conditions of Employment:

Travel within and outside the County may be required. A valid California Driver's License and proof of automobile liability insurance must be provided at time of hire and maintained throughout employment.

Health and Physical Condition:

Persons seeking appointment to this class must meet the health and physical condition standards deemed necessary and proper for performance of the duties established by the San Bernardino County Fire Department.

The statements in this class specification are intended to describe the general nature and level of work being performed by incumbents assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties, qualifications and skills required of personnel so classified.

Job Code: 44814

Salary Range: AV7

Representation Unit: Emergency Services

Last Updated: 5/20/10