



## CITY OF OVERLAND PARK - POSITION DESCRIPTION

<b>TITLE:</b>	Supervisor, Police Dispatch	<b>BAND/LEVEL:</b>	MGT II
<b>DEPARTMENT:</b>	Police Department	<b>JOB NO:</b>	5770
<b>DIVISION:</b>	Services Bureau - Support Services	<b>DATE:</b>	12/1/2017
<b>REPORTS TO:</b>	Police Captain	<b>FLSA STATUS:</b>	Non Exempt
<b>FT/PT/SEASONAL:</b>	Full-time	<b>COST CENTER:</b>	221
<b>REPLACES:</b>	Supervisor, Police Dispatch	<b>LAST REVISED DATE:</b>	06/26/2014

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**JOB SUMMARY STATEMENT:** Supervises, assigns, and reviews the work of employees responsible for providing communications and police dispatch services on an assigned shift. Assists dispatchers in all areas of emergency communications, including answering emergency calls, dispatching, entering information into computer aided dispatch system, and conducting records checks. Ensures that proper procedures, techniques and policies are followed. Monitors various alarms at City facilities and severe weather conditions in order to activate storm sirens. Maintains and updates records of Unit activity.

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### DUTIES AND RESPONSIBILITIES:

1. Plans, prioritizes, assigns, supervises and reviews the work of employees responsible for providing communications and police dispatch services. Trains and evaluates dispatchers in all areas of police communications. Ensures that proper procedures, techniques and policies are followed.
2. Maintains a shift log of communications and dispatching activities for assigned shift and updates activity reports.
3. Participates in all areas of emergency communications, including answering emergency calls, dispatching, entering information into computer aided dispatch system and conducting records checks. Monitors alarms at City facilities and severe weather conditions.
4. Interprets, recommends and assists in the implementation of goals, objectives, policies and procedures.
5. Ensures all equipment is working properly. Operates, monitors, tests, inspects and troubleshoots equipment. Documents equipment failure and arranges for needed repairs.
6. Performs investigations relating to internal and/or external complaints to address employee performance and/or conduct. Makes disciplinary recommendations and counsel subordinates as requested.
7. The employee must work the days and hours necessary to perform all assigned responsibilities and tasks. Must be available (especially during regular business hours or shifts) to communicate with subordinates, supervisors, customers, vendors and any other persons or organization with whom interaction is required to accomplish work and employer goals.
8. The employee must be punctual and timely in meeting all requirements of performance, including, but not limited to, attendance standards and work deadlines; beginning and ending assignments on time; and scheduled work breaks, where applicable.



## GENERAL QUALIFICATIONS

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### EDUCATION & SPECIAL LICENSE(S)/CERTIFICATIONS:

- High school diploma or equivalent. Associates degree preferred.
- Must reside within 45 minutes from Overland Park Police Dispatch Center.
- Access to the Kansas Criminal Justice Information System (KCJIS) is required, so the following KCJIS requirements apply:
  - Must be at least 18 years of age.
  - Must have not been convicted of a felony or serious misdemeanor.

### EXPERIENCE:

- Five years of increasingly responsible telephone or radio dispatch experience. Police radio communications and computer experience required (REJIS, NCIC, etc.).

### SKILLS:

- Good oral communication skills.
- PC computer skills.
- Manual dexterity.
- Reading.
- Ability to work in environment with constant interruptions and the ability to handle multiple tasks simultaneously.

### MENTAL REQUIREMENTS:

- Ability to recognize and protect confidential information.
- Concentration.
- Good memory skills.
- Ability to read and comprehend City, state and federal regulations.
- Ability to analyze problems and recommend possible solutions.
- Ability to work on several projects at once.
- Diplomacy and judgement.
- Good listening skills.
- Ability to work under distracting conditions.
- Alpha and numeric recognition.
- Ability to breakdown procedures to individual steps.
- Logical reasoning.
- Patience.
- Understanding of computer commands.
- Ability to analyze safety situation.
- Ability to train and guide others.

### PHYSICAL REQUIREMENTS:

- Hand and eye coordination adequate to input computer.
- Visual stamina and acuity adequate to review alpha/numeric data and to spend long periods looking at computer screen.
- Ability to make and receive phone calls.
- Ability to hear clearly over the phone and two-way radio.
- Ability to speak clearly and distinctly over the phone and two-way radio.
- Mobility to visit all compute terminal sites within the communications center.
- Ability to sit and be attentive for extended periods of time.
- Ability to operate PC, computer terminals, two-way radio, recording equipment, 911 phone lines, and all Dispatch equipment and machinery.



**SUPERVISORY RESPONSIBILITY (Direct & Indirect):**

- Direct:
  - Police Dispatchers

The preceding job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this job.