

TOWN OF RANGELY DISPATCH SUPERVISOR

Under general supervision, supervises staff and activities of the 911 public safety communications shift of the Rangely Police Department; complies with Rangely PD and Town policies and procedures. Ensures timely delivery of Public Safety Service by effectively coordinating all appropriate Public Safety responders.

Primary Duties and Responsibilities:

*The following duties **ARE NOT** intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.*

- Directs the activities and functions of an assigned shift of Emergency Dispatchers: coordinates, prioritizes and assigns tasks and projects; tracks and reviews work progress and process; evaluates work performance and implements disciplinary actions. Authors formal performance evaluations following Police Department and Town policy
- Trains employees on equipment, procedures and systems; oversees communications systems and applications to identify operational problems and issues; reports malfunctions and follows up to ensure corrections are made.
- Monitors incoming telephone calls and radio traffic in dispatch center; assures that emergency calls, other calls for service, citizen requests, and requests of internal customers are handled in accordance with Police Department and Town policies and procedures.
- Obtains telephone and radio traffic recordings from call logging equipment when necessary.
- Investigates citizen and internal complaints and/or concerns regarding dispatch operations. May report findings to the complainant or to Chief of Police depending on the nature of the issue.
- Performs duties of Dispatcher or 911 Operator as needed.
- Reviews, maintains and updates records and files concerning personnel or operational issues that may be assigned.
- May be required to perform other duties, including administrative tasks.

Minimum Qualifications & Position Requirements:

MINIMUM QUALIFICATIONS:

Education and Experience:

High School diploma or GED equivalent, and three (3) years public safety dispatch experience; one (1) year lead or supervisor experience. Dispatch supervisor, lead dispatcher, or communication trainer experience preferred. OR an equivalent combination of education and experience.

NECESSARY SKILLS, KNOWLEDGE AND ABILITIES:

Knowledge of:

- Systems utilized in law enforcement communications; includes radio, CAD, RMS.
- State and Federal laws, and of Department policies and procedures as they relate to dispatching law enforcement officers and other emergency services.
- Law enforcement patrol procedures.
- Local geographical area, road systems, and the locations of landmarks.
- Police and Fire and Emergency Medical Services standard dispatch policies and procedures.
- Supervisory principles, practices and methods.
- Basic principles of record keeping and records management.

Skill in:

- Handling multiple tasks simultaneously, under pressure, and in emergency and stressful situations.
- Obtaining information from hostile or emotional citizens.
- Determining priorities and handling high-pressure situations.
- Communicating clearly and concisely and relaying details accurately.
- Working under pressure of deadlines, and establishing and maintaining cooperative working relationships with employees, officials, other agencies and the general public..
- Public relations and customer service.
- Following and effectively communicating verbal and written instructions.
- Writing effective performance evaluations.
- Counseling, coaching, motivating public safety dispatchers.

Additional Information:

Must obtain Terminal Operator Certification within 6 months of hire. Depending on the needs of the Town, incumbents may be required to obtain and maintain additional licenses or technical certifications. Working nights, weekends, and holidays is required. Must be able to type a minimum of 35 words per minute. Must successfully pass a pre-employment screening to include a comprehensive background investigation, drug test, polygraph, and psychological exam.

Applications may be obtained from the personnel department (970) 675-8476 or police administration (970) 675-8467. Applications are also available on our website at www.townofrangely.colorado.gov. Email resume and completed application to thamblin@rangelyco.gov

Please visit our website and see everything that Rangely has to offer. We look forward to hearing from you! Position is Open until filled. The Town of Rangely is an Equal Opportunity Employer.