

## St. Johnsbury Police Department Policies and Procedures

<b>Job Description: Dispatch Supervisor</b>	Related Policies: Department Organization and Authority, Dispatcher (Job Description)
<i>This policy is for internal use only and does not enlarge an employee's civil liability in any way. The policy should not be construed as creating a higher duty of care, in an evidentiary sense, with respect to third party civil claims against employees. A violation of this policy, if proven, can only form the basis of a complaint by this department for non-judicial administrative action in accordance with the laws governing employee discipline.</i>	
This policy supersedes any previous policy issued.	
Date Implemented:	By Order of:

### A. Summary:

The Dispatch Supervisor is responsible for supervising staff and operations of the Dispatch Communications Center; ensures compliance with procedures, policies, and standards to enable safety of all first responders and the public; preforms the duties of Dispatcher as required.

### B. Duties and Responsibilities:

It is the duty and responsibility of the Dispatch Supervisor to:

1. Supervise and direct the activities of assigned staff; coordinates, prioritizes and assigns tasks and projects; tracks and reviews work progress and activities; provides recommendations of disciplinary action as required; assists in performance evaluations; coordinates scheduling of staff to ensure proper operational coverage.
2. Oversees operations to identify needs; ensures compliance with regulations; trains staff.
3. Ensure that all equipment and systems are operating and functioning within defined parameters and regulatory requirements; maintains and updates systems and troubleshoots equipment and applications to identify operational problems and issues; reports and oversees technical repairs.
4. Performs the duties of Dispatcher as required; receives, screens, and takes appropriate action on all emergency and non-emergency service calls to requesting law enforcement, fire and EMS; determines nature and location of emergency, dispatches emergency responders/units as necessary in accordance with established department policies and procedures; relays pertinent information to various law enforcement and emergency services officers in a concise, organized, understandable and respectful manner.

5. Monitors telephone and radio traffic; ensures that calls are handled in accordance with rules and regulations; maintains recordings and document records and prepares copies and reports as required.
6. Assists in investigations of citizen and interdepartmental complaints and implements proper resolution to any issues that may arise; provides information, instructions and assistance to the public.
7. Assists Dispatch Operations Manager with the development of goals, objectives, policies, and procedures; ensures compliance with and effectively implements policies and procedures; attends and conducts meetings and training sessions as required.
8. Contribute to the efficiency and effectiveness of the Dispatch Operations Center's service to its customers by offering suggestions and directing or participating as an active member of the team.
9. Oversees the National Crime Information Center and Vermont Law Enforcement Telecommunication System entries pertaining to arrest warrants, driver record/history, stolen property, protection orders, wanted and missing persons, and other similar data. Serve as the St. Johnsbury Police Department's Alternate Terminal Agency Coordinator.
10. Perform other duties as assigned by the Dispatch Operations Manager, or the Chief of Police.

**C. Desired Attributes:**

1. A high school degree or general education development certificate (G.E.D.)
2. Demonstrated ambition towards professional development as related to dispatch communications.
3. Ability to acquire further knowledge and skills required for proper performance of the duties of the Dispatch Supervisor.
4. Ability to follow written and oral orders and directives.
5. Ability to communicate effectively with fellow employees and the public.
6. Ability to function calmly under stressful conditions.
7. Ability to develop and perform training activities with department personnel.

**D. Specific Position Requirements:**

1. The position of Dispatch Supervisor demands adherence to the highest standards of professional ethics, moral code, and personal integrity.

2. This position requires said employee to have completed, or satisfactorily complete all minimum entry standards and training requirements as established by the Town of St. Johnsbury and the State of Vermont.

3. In order to attain this position, persons must have three (3) years of Dispatcher experience or an equivalent combination of education, training, and experience.

4. Attain and maintain certification as a Terminal Agency Coordinator and Communications Training Officer.

*The above statements are intended to describe the general nature and level of work being performed by people assigned to do this job. The above is not intended to be an exhaustive list of all responsibilities and duties required.*

\*External and internal applicants, as well as position incumbents who become disabled as defined under the Americans With Disabilities Act, must be able to perform the essential job functions (as listed) either unaided or with assistance of a reasonable accommodation to be determined by management on a case by case basis.

I have read the above job description and understand my duties and responsibilities as described herein.

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date