

2510

**CITY OF RIVERSIDE**  
**HUMAN RESOURCES DEPARTMENT**  
**CLASSIFICATION SPECIFICATION**

---

11/14/11

Revised

**TITLE: PUBLIC SAFETY COMMUNICATIONS SUPERVISOR**

**DEFINITION**

Under general supervision, to supervise and participate in the operations of the public safety dispatch center on an assigned shift; and to do related work as required.

**DISTINGUISHING CHARACTERISTICS**

Incumbents in this classification supervise Public Safety Dispatchers and participate in the operation of the public safety dispatch center on an assigned shift.

**REPORTS TO:** Public Safety Communications Manager

**SUPERVISION RECEIVED AND EXERCISED**

Receives general supervision from the Public Safety Communications Manager. Exercises supervision over Public Safety Dispatchers.

**EXAMPLES OF DUTIES**

Duties may include, but are not limited to, the following:

- Schedule, assign, supervise and evaluate the work of public safety dispatch personnel on an assigned shift.
- Participate in developing initial and ongoing dispatcher training programs.
- Review existing and recommend new or revised procedures and policies pertaining to dispatch center operation; prepare procedural manuals as required and instruct dispatchers.
- Monitor communication and computer equipment to ensure proper operation and report problems to superior.
- Resolve problems dispatchers have in operating computer terminals or communications equipment.
- Report disciplinary problems to manager and resolve.
- Prepare written reports on shift activities and any unusual occurrences.
- Perform all duties of a Public Safety Dispatcher as required.

**QUALIFICATIONS****Knowledge of:**

- Federal regulations applicable to communications operations.
- Proper operation of radio, telephone, computer-aided dispatch (CAD), and other types of communications equipment.

- Modern office methods, equipment, and procedures.
- Principles of supervision, training, and performance evaluation.

**Ability to:**

- Schedule, assign, supervise, and evaluate the work of a number of Public Safety Dispatchers on an assigned shift.
- Understand and interpret rules and procedures, and explain them to others.
- Operate and control radio-telephone, computer terminal, and other office equipment.
- React quickly, efficiently, and calmly in an emergency situation and adopt effective course of action.
- Establish and maintain effective working relationships with others.
- Must be able to work rotating shifts (days, swings and graves), weekends, holidays and overtime, as required.

**Education and Experience:**

Any combination of experience and education that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education: Equivalent to completion of the twelfth grade.

Experience: At least three years of recent experience (within the last three years) as a Public Safety Dispatcher.

**MEDICAL CATEGORY:** Group 1

**NECESSARY SPECIAL REQUIREMENTS**

Must be able to pass an intensive police background investigation.

Possession of, or ability to obtain within 30 days of appointment, a valid appropriate Class "C" California Motor Vehicle Operator's License.

Possession of, or ability to obtain within 6 months of employment, a POST Basic Dispatcher Certificate or equivalent certificate.

**CAREER ADVANCEMENT OPPORTUNITIES**

**FROM:** Public Safety Communications Supervisor

**TO:** Public Safety Communications Manager