



Grand County

Job Description

Title:	Dispatch Supervisor	Job Code:	2655
Division:	Communications	Effective Date:	9/2017
Department:	Sheriff	Last Revised:	01/2026

GENERAL PURPOSE

Performs a variety of **first-line supervisory, administrative, and technical** duties related to managing and coordinating emergency dispatch functions for communications and security.

SUPERVISION RECEIVED

Works under the direct supervision of the Correctional Jail Sergeants.

SUPERVISION EXERCISED

Provides close to general supervision to Dispatchers I and II.

ESSENTIAL FUNCTIONS

Staffing & Personnel Management: Supervises, assigns, reviews and participates in the work of dispatchers who receive and process emergency and non-emergency calls; monitors phone and radio traffic to ensure procedural compliance; reviews case information entered into the computer system; conducts quality assurance feedback and coaching sessions with assigned employees at regular intervals. Recruits, hires, disciplines, and dismisses department employees; establishes performance standards and goals; provides career development; assigns personnel to maintain scheduled operations; oversees the training of personnel in the center; oversees record keeping of all work performed, hours worked by individual employees, time records for departmental payroll, and leave records.

Initiates recruitment activities to fill vacancies in staff; participates in the selection process and makes recommendations on hiring and firing; reviews subordinate performance; determines efficiency and effectiveness of the worker and makes recommendations affecting personnel status, such as retention, promotion, discipline and discharge.

Plans, organizes, directs and monitors the daily operation of the dispatch center; determines and assigns work schedules and coordinates radio dispatch personnel; assures county FCC licenses are current and operations comply with established regulations. Reviews statistical data that outlines center and employee performance.

Secures and conducts training in emergency dispatch policies, procedures, and processes; conducts stress debriefing as needed to assist personnel to cope with intensity and emotional impact of various emergency situations.

Approximately 60-80% of scheduled working hours will be completed in Dispatch including covering shifts and completing dispatching duties.

Management and Administration: Communicates with the public, subordinates, peers, supervisors; interprets, explains, and answers operational and procedural questions, handles complaints from citizens, employees, and external customers; completes notifications to appropriate agencies or other staff. Operates and monitors the emergency communications systems, such as the Computer Aided Dispatch and Radio System, National Crime Information Center (NCIC), initially troubleshoots issues and reports appropriate failure.

Prepares and completes analytical and statistical reports and memos; prepares copies of recordings. Assists with the preparation annual division budget; establishes departmental procedures to assure conformity to fiscal objectives; manages various programs to minimize operating expenses; maintains record of expenditures; orders supplies and equipment.

Communications: Maintains contact with agencies and jurisdictions receiving emergency dispatch services; resolves problems by implementing changes in policy and procedures to better serve clientele; serves as liaison between departments to resolve county-wide communications issues. Monitors logs, documents, records, and information processed by the division to assure correctness and accuracy; initiates change as needed.

Performs shift dispatch duties as needed; receives and coordinates police, fire, and other emergency assistance requests for the County; relays instructions to radio units concerned; logs all citizens' complaints. Receives incoming calls on regular county lines; routes calls to appropriate department and county employees; operates paging system, Dictaphone system, fax machine and related communication devices; monitors various alarm systems for police, fire and emergency medical services; monitors surveillance equipment to assure security levels are maintained.

Maintains necessary logs, records and reports including incoming and outgoing calls; enters records, reports, incidents and radio traffic into computer; accesses state-wide and national computer (NCIC) systems to retrieve information as necessary to assist in investigations; trains personnel in the proper use of computer. Performs technical maintenance on equipment; coordinates complex repairs with system vendors

and contract maintenance agency.

Performs related duties as required.

MINIMUM QUALIFICATIONS

1. Educations and Experience:

A. Graduation from High School or GED;

AND

B. Five (5) years of Dispatch/Communications experience of which two (2) years must have been in a lead or supervisory capacity;

OR

C. Equivalent combination of education and experience.

2. Knowledge, Skills, and Abilities:

Considerable knowledge of communication equipment; legal and liability issues common to emergency dispatch; the county geography; radio dispatch procedures and radio codes; BCI/NCIC systems and codes and related county system. **Working knowledge of** basic management practices and procedures; principles of supervision; proper grammar, spelling, and punctuation; standard office practices and procedures related to records filing and office maintenance; interpersonal communication skills; telephone etiquette; word processing and spreadsheet programs; operation of a variety of types of standard office equipment.

Skill in word processing and spreadsheet programs and computer data entry; use of police and fire radios.

Ability to understand and operate a variety of radio communication equipment; think clearly and act quickly in emergency situations; deliver understandable and complex verbal instructions; perform work requiring good hearing, good diction and a clear voice; establish and maintain effective working relationships with supervisors, subordinates, co-workers, police officers, fire fighters, and other agencies and the public; supervise, discipline, and assign work to subordinates performing similar duties; enter information into dispatch system.

3. Special Qualifications:

Successful completion of pre-employment drug screening
Background investigation
Must be EMD certified and maintain certifications as required.
Successful completion of POST Dispatch Certification School.
Successful completion BCI Terminal Operator Class.
Must work 24 hours on-call.

4. Work Environment:

Tasks require a variety of physical activities, occasionally involving muscular strain, such as walking, standing, stooping, reaching, pulling, talking, hearing and seeing. Continuous sitting required in normal course of job performance. Mental application utilizes memory for details, emotional stability and discriminating thinking and creative problem solving. Tasks expose workers to high degrees of stress in dealing with life and death situations. Position subject to random drug and alcohol testing.

Disclaimer: The above statements describe the general nature, level, and type of work performed by the incumbent(s) assigned to this classification. They are not intended to be an exhaustive list of all responsibilities, demands, and skills required of personnel so classified. Job descriptions are not intended to and do not imply or create any employment, compensation, or contract rights to any person or persons. Management reserves the right to add, delete, or modify any and/or all provisions of this description at any time as needed without notice. This job description supersedes earlier versions.

I _____ have reviewed the above job description. Date _____

(Employee)