



City of Milpitas

Effective: 8/14/1988

Revised: Dec. 1992

Oct. 2005

Dec. 2016

June 2017

COMMUNICATIONS DISPATCH SUPERVISOR

EEOC: Technician

FLSA: Non-Exempt

Unit: MPOA/Communication

DEFINITION

To serve in a first line supervisory capacity within the Communications Center; to supervise, schedule, train and evaluate assigned personnel; to receive incoming calls for police or fire assistance and dispatch necessary units; and to perform the more complex duties within the Emergency Communications Center.

DISTINGUISHING CHARACTERISTICS

This is the first line supervisor level of the Communications Dispatcher series and is distinguished from the Communications Dispatcher by the supervision of the activities of an assigned shift and the performance of the more complex duties and responsibilities of the Emergency Center. Positions within this class provide supervision to assigned staff within the Center, and assume responsibility for some of the administrative tasks relative to the operation of the Center.

SUPERVISION RECEIVED AND EXERCISED

- Receives direction and general supervision from the Technical Services Division Captain or designee.
- Exercises direct supervision over assigned Communications Dispatchers.

EXAMPLES OF DUTIES - Duties may include, but are not limited to, the following:

- Supervise, schedule, and coordinate the activities of an assigned shift within the Communications Center.
- Prepare work schedules to provide for adequate coverage on all shifts; prepare vacation leave, and overtime schedules.

CERTIFICATE

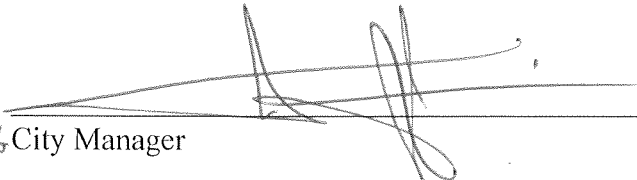
Possession of and ability to maintain a Basic Public Safety Dispatcher Certificate issued by the California Commission on Peace Officer Standards and Training (POST) is required within eighteen (18) months of appointment.

SPECIAL REQUIREMENTS:

Essential duties require the following physical abilities and work environment:

General office environment; sit and/or stand for long periods of time, repetitive keyboarding; reach, squat, lift, and carry up to 25 pounds; able to travel to various locations within and outside the City of Milpitas.


Approved by:



Acting City Manager

6-22-17

Date



Human Resources Director

6/20/2017

Date