

Title: Dispatch Shift Supervisor
Department: Public Safety
Division/Office: Emergency Communications Division



Grade 2120; Hourly position; Category: Classified; Job Code: DSSP; Rev.:07/01/2021

General Description

The purpose of this position is to supervise an assigned shift and is responsible for handling and processing of emergency and non-emergency calls received through the Enhanced 911 phone system; dispatches fire, rescue, and emergency medical units to all resident and non-resident citizens in and around Kent County.

This single per work shift position works independently, under limited supervision, reporting major activities through regular meetings.

Duties and Responsibilities

The functions listed below are those that represent the majority of the time spent working in this position. Management may assign additional functions as necessary.

- Supervises, directs, and evaluates assigned staff, processing employee concerns and problems, directing work, counseling, disciplining, and completing employee performance appraisals.
- Determines the exact location of the emergency incident and dispatches the proper response agency and equipment.
- Dispatches additional fire equipment or personnel when circumstances require.
- Dispatches Delaware State Police helicopter/paramedic service when due or when appropriate.
- Maintains a constant update of all mobile units in service in the field, showing their status, location, and fire ground conditions.
- Assists fire rescue, emergency medical, government and private agency officials in the field with special logistical support information such as hazardous materials, water supply, location of disabled individuals, mutual aid support, and/or evacuation plans.
- Contacts appropriate utility companies to shut off services in emergency situations when necessary; Relay and/or tie in through radio/telephone communications all basic and advanced life support ambulances to the appropriate medical facility and monitors same for channel control.
- Maintains logs/records and collects data.
- Acts as liaison with volunteer fire companies, ambulances, and paramedics with other public agencies.
- Monitors fire, security, and other alarms in Kent County.
- Operates logging recorder.
- In the event of a major emergency or incident in Kent County, ensures that no certain area is depleted of emergency equipment; if area is depleted, moves units to cover said area.
- Attends regularly scheduled Shift Supervisor's meeting.
- Performs related work as required.

Minimum Education and Experience Requirements

Requires High School Diploma or GED equivalent supplemented by six (6) years of dispatch experience of which, four (4) years as a Dispatcher II and/or Dispatcher III or an equivalent of education, training and experience.

Additional Requirements:

Superior knowledge of Departmental and Divisional Standard Operating Procedures; Excellent supervisory skills; Thorough knowledge of the geographic area, streets, rural roads, and highway system of the county; Good knowledge of Federal and State regulations governing radio transmissions; Sound knowledge of County Ordinances and Policies; Thorough knowledge of State and County Fire/EMS company response and operational policies; Knowledge of the use and applications of scheduling

This Class Description does not constitute an employment agreement between the Kent County Levy Court and an employee and is subject to change by the County as its needs change.

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software used, alertness and skill in detecting the scope and magnitude of an emergency; ability to communicate effectively and to work under confining conditions; Advanced knowledge of the operational materials within the Division (CAD, Radio, Phone, Phone Mapping, etc.); Ability to remain calm under periods of high stress and lead team members; Demonstrate high moral character, high level of ethics and high level of dependability; Regular and timely attendance; Performance of duties in a safe manner.

Americans with Disabilities Act Requirements:

This is sedentary work requiring the exertion of up to 10 pounds of force occasionally and a negligible amount of force frequently or constantly to move objects; work requires reaching, fingering, grasping, feeling, handling, walking, and repetitive motions; vocal communication is required for expressing or exchanging ideas by means of the spoken word, and conveying detailed or important instructions to others accurately, loudly, or quickly; hearing is required to perceive information at normal spoken word levels, and to receive detailed information through oral communications and/or to make fine distinctions in sound; physical attendance at work site is required to perform manual tasks, provide immediate service to onsite customers, and supervise or interact with work group; mental acuity is required to make rational decisions through sound logic and deduction; visual acuity is required for preparing and analyzing written or computer data, operation of machines, determining the accuracy and thoroughness of work, and observing general surroundings and activities; the worker is not subject to adverse environmental conditions.

Special Certifications and License Requirements:

- May be required to pass standardized examination to determine basic and supervisory knowledge, skills & abilities.
- Must possess and retain Emergency Medical, Emergency Fire and Emergency Police Dispatch certifications.
- Possess and maintain CPR/AED Certification.
- Must complete APCO Communication Center Supervisor course within 6 months of promotion.
- Must possession or obtain and retain Quality Assurance certification for Emergency Medical, Emergency Fire and Emergency Police Dispatch within 6 months of selection.

Notices:

Kent County is an Equal Opportunity Employer. ADA requires the County to provide reasonable accommodations to qualified persons with disabilities. Prospective and current employees are encouraged to discuss ADA accommodations with management. This is an employment at-will position.

Employee Acknowledgement