

FLSA STATUS	Non-exempt	CIVIL SERVICE	No
UNION	No	TELECOMMUTE ELIGIBLE	No
DEPARTMENT	Police Department – Services Division	DEPARTMENT NUMBER	111
REPORTS TO (TITLE)	Lieutenant-Services Division Commander	JOB FAMILY	Public Safety Communications
PAY GRADE	7	DATE OF LAST REVIEW	November 2023

<b>NATURE OF WORK</b>
The 911 Dispatch Supervisor is a civilian position that supervises and oversees operations of the employees and activities of the 911 dispatch and records departments. This position manages the department's dispatch, radio, 911 equipment, and in-house records system. Responsibilities also include preparing statistics and reports, training employees, analyzing staffing needs, and preparing the release of records for dissemination.

<b>DUTIES / RESPONSIBILITIES</b> <i>(These are the highlighted responsibilities of the position. An employee in this position may also be required to perform other related duties as assigned.)</i>	
1.	Supervises the activities, conduct, work schedules, and efficiency of unit employees, and performs employee evaluations;
2.	Reviews, classifies, codes, and enters records data into the Department's computer system;
3.	Processes requests for records and provides information to the public and other organizations;
4.	Supervises and manages the Department's computer systems; maintains files and records, ensuring information is accurate and the system operates efficiently;
5.	Informs the Department Commanders of unit activities, developments, needs, and other pertinent information vital to the objectives of the Department;
6.	Serves as the Iowa Department of Public Safety "Terminal Agency Coordinator; ensures department maintains IOWA/NCIC System certification; performs validations on entries into the criminal just information systems;
7.	Prepares analytical and statistical reports as requested;
8.	Facilitates the training program for new and currently employees and ensures employees are kept up to date on new training.

<b>FUNCTIONAL SPECIFIC RESPONSIBILITIES MIGHT INCLUDE:</b>
N/A

<b>SUPERVISORY RESPONSIBILITIES</b>
Evaluates and signs performance reviews, approves timecards, conducts job interviews, rewards/disciplines, etc. of regular employees.

**TRAINING/EDUCATION AND EXPERIENCE REQUIREMENTS**

High school diploma or G.E.D.;  
AND  
At least 1 year of prior experience as a Communication Specialist.

**LICENSING / SPECIAL REQUIREMENTS**

Possesses Iowa Dept of Public Safety IOWA (Iowa Online Warrants and Articles) and NCIC (National Crime Information Center) system certification;

Completes Iowa Law Enforcement Academy Telecommunicator Basic Training

- Must be completed within 12 months of appointment

**SKILL / ABILITIES REQUIREMENTS**

- Knowledge of Departmental policies, procedures, rules, regulations, and General Orders;
- Knowledge of the general principles of computer system operation and databases;
- Skills in oral and written communication;
- Knowledge of office equipment, practices, and procedures;
- Knowledge of Iowa Department of Public Safety rules, regulations, and procedures;
- Ability to establish and maintain effective working relationships.
- Knowledge of criminal justice information systems (NCIC, NLETS, etc.) rules, regulations, and requirements;
- Knowledge and proficient skills of 911 and dispatch duties, responsibilities, and operation of applicable equipment;
- Ability to effectively multitask, create accurate record entries, and analyze statistical data.

**PHYSICAL REQUIREMENTS**

Positions in this class typically require: balancing, stooping, kneeling, crouching, reaching, fingering, talking, hearing, seeing, and repetitive motions.

Light Work: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or a negligible amount of force constantly to move objects.

**WORKING ENVIRONMENT / CONDITIONS**

The working environment / conditions for this position may include:

- Atmospheric Conditions (fumes, odors, dusts, gases, poor ventilation, etc.)
- Hazardous Materials (chemicals, blood, other body fluids, etc.)

**CLASSIFICATION HISTORY**

DATE	COMMENT
August 2023	Draft prepared by AS
November 2023	Updated per PDQ by BC

**EEOC**

*The City of Ottumwa is an Equal Opportunity Employer. In compliance with applicable state and federal law, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the City.*

ACKNOWLEDGEMENT	
I have read the job description and can perform the essential functions of the job either with or without a reasonable accommodation.	
Date	Signature

**NOTE**

The above position description is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department.