

**MICHIGAN CIVIL SERVICE COMMISSION
JOB SPECIFICATION**

EMERGENCY DISPATCH SUPERVISOR

JOB DESCRIPTION

Employees in this job supervise and may participate in the performance of Department of State Police or Department of Natural Resources emergency dispatch activities. The work is performed through the application of a body of knowledge related to procedures, practices, manuals, policies, rules, regulations, or laws; and the materials and equipment of the emergency dispatcher service. The work requires knowledge of supervisory techniques, personnel policies and procedures, emergency dispatch practices and terminology, , and instruction and guidelines of the work area. Positions in the Department of State Police require knowledge of Cardio Pulmonary Resuscitation (CPR) and other life saving instructions. The employee works within general methods and guidelines, and exercises discretion in supervising the work of subordinate employees.

There is one classification in this job.

Position Code Title – Emergency Dispatch Supervisor-1

Emergency Dispatch Supervisor 10

The employee serves as a first-line supervisor directing the work of Emergency Dispatchers.

JOB DUTIES

NOTE: The job duties listed are typical examples of the work performed by positions in this job classification. Not all duties assigned to every position are included, nor is it expected that all positions will be assigned every duty.

Selects and assigns staff, ensuring equal employment opportunity in hiring and promotion.

Coordinates activities by scheduling work assignments, setting priorities, and directing the work of subordinate employees.

Evaluates and verifies employee performance through the review of completed work assignments and work techniques.

Identifies staff development and training needs and ensures that training is obtained.

Ensures proper labor relations and conditions of employment are maintained.

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Maintains records, prepares reports, and composes correspondence relative to the work.

Reviews and interprets goals and objectives of the work area in order to resolve problems, make recommendations for changes in instructions and/or guidelines, and assure the adequacy of work products.

Designs, revises, and/or reviews work instructions for the area, and interprets them for subordinate employees.

Monitors, directs, and participates in emergency dispatching work.

Oversees and assures the maintenance of record-keeping and/or filing systems for the work area.

Assures work product quality and quantity control in accordance with guidelines and directives.

Releases confidential information and/or materials to authorized personnel according to work area instructions.

Maintains favorable public relations.

Performs related work as assigned.

JOB QUALIFICATIONS

Knowledge, Skills, and Abilities

Thorough knowledge of the application of instructions and guidelines to specific problems.

Thorough knowledge of departmental emergency dispatch operations.

Thorough knowledge of CPR and other life saving techniques. (Department of State Police only)

Thorough knowledge of supervisory techniques.

Considerable knowledge of personnel practices.

Considerable knowledge of personnel needs to meet staffing and training requirements.

Ability to supervise and evaluate employees.

Ability to determine the need for revision and/or change in work area instructions.

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Ability to interpret and explain appropriate work instructions and guidelines to subordinate employees.

Ability to interpret goals and objectives in order to evaluate work products.
Ability to organize and/or plan record keeping and/or filing systems for the work area.

Ability to solve problems related to the work.

Ability to quickly and accurately make decisions involving life threatening and/or other emergency conditions.

Ability to communicate effectively.

Ability to maintain composure under stressful conditions.

Ability to read maps and to effectively direct emergency and/or department personnel to locations of crimes or incidents.

Ability to maintain favorable labor relations.

Working Conditions

The work is performed at a post or other communication center.

Physical Requirements

The job duties require an employee to work under stressful conditions.

The job duties require an employee to be absent of any physical limitation which would impair effective performance in the Department of State Police or Department of Natural Resources.

Education

Educational level typically acquired through completion of high school.

Experience

Two years of experience equivalent to an Emergency Dispatcher E8, or one year of experience equivalent to an Emergency Dispatcher 9.

Special Requirements, Licenses, and Certifications

Positions at the Department of State Police may be required to provide telephone and radio, CPR, first aid, and other life saving instructions.

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NOTE: Equivalent combinations of education and experience that provide the required knowledge, skills, and abilities will be evaluated on an individual basis.

JOB CODE, POSITION TITLES AND CODES, AND COMPENSATION INFORMATION

Job Code

EMRDISSPV

Job Code Description

Emergency Dispatch Supervisor

Position Title

Emergency Dispatch Supervisor-1

Position Code

EMRDSPV1

Pay Schedule

NERE-011

ECP Group 3
Revised 9/26/07
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