

MICHIGAN CIVIL SERVICE COMMISSION
JOB SPECIFICATION

EMERGENCY DISPATCH SUPERVISOR

JOB DESCRIPTION

Employees in this job supervise Department of State Police Regional Communication Center or Department of Natural Resources emergency dispatch operations. The work is performed through the application of a body of knowledge related to procedures, practices, manuals, policies, rules, regulations, and laws; and the materials and equipment of the emergency dispatcher service. The work requires knowledge of supervisory techniques, personnel policies and procedures, related management disciplines, emergency dispatch practices and terminology, and instruction and guidelines of the work area. The employee works within general methods and guidelines, and exercises considerate independent judgment to select appropriate courses of action and discretion in supervising the work of subordinate employees.

There are two classifications in this job.

Position Code Title - Emergency Dispatch Spv-1

Emergency Dispatch Supervisor 10

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

Position Code Title - Emergency Dispatch Spv-2

Emergency Dispatch Supervisor 11

The employee serves as the Dispatch Director of a State Police Regional Communication Center or a DNR Communication Center.

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 that proper labor relations and conditions of employment are maintained; participates in employee grievance procedures.

Monitors, directs, and participates in emergency dispatching work.

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

Prepares reports and composes correspondence relative to the work area.

Oversees and ensures the maintenance of recordkeeping and/or filing systems for the work area.

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

Develops alternative strategies to address and resolve a variety of issues and problems.

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

Interprets existing and proposed laws, policies, and procedures as they relate to the work area.

Maintains favorable public relations.

May occasionally perform any task assigned to subordinate staff, consistent with any licensing or certification requirements.

Performs related work as assigned.

Additional Job Duties

Emergency Dispatch Supervisor 11

Performs administrative services in areas such as budgeting, Information Technology, and human resources.

Directs and/or participates in the development of goals and objectives of the work area, and makes recommendations for changes in policies, rules and regulations in order to ensure effective operations.

Directs and participates in the establishment, administration, and evaluation of programs or services.

Serves as a liaison with local, state, and federal agencies on matters relating to emergency dispatch operations.

Prepares statistical and other reports for the department, legislature, and other governmental agencies.

Develops budget recommendations for capital outlay, personnel services, equipment and materials.

Directs office services activities such as records management, equipment inventory, procurement, and property and space utilization.

JOB QUALIFICATIONS

Knowledge, Skills, and Abilities

NOTE: Considerable knowledge is required at the 10-level and thorough knowledge is required at the 11-level.

Knowledge of departmental emergency dispatch operations.

Knowledge of principles of administrative management, including staffing, training, office procedures, and reporting.

Knowledge of personnel practices.

Knowledge of training and supervisory techniques.

Knowledge of employee policies and procedures.

Knowledge of labor relations, collective bargaining agreements, personnel directives, and equal employment opportunity policies and procedures.

Ability to instruct, direct, and evaluate employees.

Ability to identify training needs and initiate appropriate training methods.

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

Ability to maintain favorable labor relations.

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

Ability to interpret goals and objectives in order to evaluate work products.

Ability to conduct studies, evaluate results and prepare reports.

Ability to organize and/or plan recordkeeping and/or filing systems for the work area.

Ability to solve problems related to the work.

Ability to communicate effectively.

Ability to maintain composure under stressful conditions.

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

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

Additional Knowledge, Skills, and Abilities

Emergency Dispatch Supervisor 11

Ability to understand, prepare and oversee a financial budget.

Knowledge of the principles and methods of research, statistics and reporting.

Knowledge of the principles and techniques of administrative management, including budgeting and planning.

Working Conditions

The work is performed at a Michigan State Police Regional Communication Center 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 the Department of Natural Resources.

Education

Education typically acquired through completion of high school.

Experience

Emergency Dispatch Supervisor 10

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

Emergency Dispatch Supervisor 11

Four years of experience equivalent to an Emergency Dispatcher E8; or two years of experience equivalent to an Emergency Dispatcher 9; or one year of experience equivalent to an Emergency Dispatch Supervisor 10.

Alternate Education and Experience

Emergency Dispatch Supervisor 11

Three years of experience as a supervisor of a public safety communications center may be substituted for the experience requirement.

Special Requirements, Licenses, and Certifications

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

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

<u>Job Code</u>	<u>Job Code Description</u>	
EMRDISSPV	EMERGENCY DISPATCH SUPERVISOR	
<u>Position Title</u>	<u>Position Code</u>	<u>Pay Schedule</u>
Emergency Dispatch Spv-1	EMRDSPV1	NERE-011
Emergency Dispatch Spv-2	EMEDSPV2	NERE-179

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