

ARIZONA SUPERIOR COURT IN PIMA COUNTY

Job Description

Job Title: Dispatch Supervisor
Job Code: 8109
Pay Grade: 45
FLSA Status: Non-exempt



PURPOSE OF CLASSIFICATION:

Supervises and participates in the operation of the communications center for the Adult Probation department. The incumbent is responsible for effectively supervising, planning, managing and coordinating the assigned and occasional emergency communications functions. The incumbent supervises a staff of dispatchers and may perform other related tasks as assigned.

ESSENTIAL FUNCTIONS:

- Supervises, coordinates and evaluates the work activities of a staff of dispatchers.
- Develops and implements dispatch unit policies and procedures to augment officer safety by providing Nextel radio communications and emergency assistance to probation staff.
- Participates in the hiring process, including interviews and the assessment of applicant qualifications, and the selection process.
- Conducts on-the-job training of dispatchers, evaluates employee performance and counsels employees on corrective work behavior.
- Ensures that procedures to access and obtain computerized criminal history records checks are in compliance with ACJIS regulations and statutes.
- Coordinates unit communication activities with other criminal justice agencies such as the Sheriff's department and the Tucson Police department.
- Monitors the communications center's computer and data management systems to track activities, generate reports, and recommends and assists in the development of software updates and equipment maintenance.
- Maintains effective communications with the lead/shift dispatcher to coordinate unit communication activities in support of the probation staff.
- Meets with the probation division directors to ensure consistent interpretation of and adherence to unit, department, and court policies.
- Perform ACJIS Systems Security Officers duties as directed by ACJIS and FBI regulations and statutes.
- Prepares oral and written reports concerning the performance of communications systems.
- Maintains a current and valid ACJIS "A" level certification, as required by the October 1984 NCIC Advisory Board, and approved by the FBI.

ADDITIONAL RESPONSIBILITIES/DUTIES

- Performs dispatcher duties in emergencies or during heavy communications workload.
- Initiates and implements changes to maximize the automation resources and employee ideas.
- Performs other related duties and tasks as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Must have knowledge of the operation of telecommunications equipment and the Arizona Criminal Justice Information Systems regulations regarding access to computerized criminal history records checks and their dissemination.
- Must have knowledge of computerized mapping systems and a general knowledge of the Tucson metropolitan area.
- Must have skills in report and business writing, and computer skills using software products for tracking and organizing work activities.
- Must have the ability to exercise judgment, determine priorities, and problem solve non-routine situations.
- Must have the ability to communicate effectively with a wide variety of coworkers and court management.

MINIMUM REQUIREMENTS:

A high school diploma or an equivalent GED certificate AND three years of experience as a dispatcher; OR Any equivalent combination of experience, training and/or education approved by Human Resources.

LICENSES AND CERTIFICATES:

A current and valid ACJIS “A” level certification, as required by the October 1984 NCIC Advisory Board, and approved by the FBI.

PHYSICAL DEMANDS/WORKING CONDITIONS:

Typically performs duties in an office environment and may lift materials and/or equipment 20 lbs or less.

DISTINGUISHING CHARACTERISTICS:

This is a classified position that reports to a Division Director, Adult Probation. This position performs duties under general direction and supervises the work of dispatchers.

Date: 11/04/98
Revised: 05/24/04