

## Job Description

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**Job Title:** Dispatch Supervisor      **Job Code:** 905052      **Job Family:** Public Safety  
**Pay Grade:** JC.16.16      **FLSA:** Non-Exempt      **EEO:** Administrative Support

**Department/Agency:** EMC      **Position Number(s):** Multiple

**Recommended Position Title(s):** Operations Supervisor

**The following Core Competencies apply to everyone and are essential to all County jobs:**

- Accountability – Follows-up on and meets commitments, takes ownership for work, and possesses a strong ability to stay focused on individual, department, and County results.
- Communication – Clearly and effectively expresses ideas and thoughts (verbally and in writing); listens actively.
- Customer Focus & Public Relations – Builds positive internal and external customer relationships; is committed to customer satisfaction; assumes responsibility for solving customer problems and ensures commitments to customers are met.
- Initiative – Independently acts to resolve problems and provide solutions; seeks out new responsibilities; generates new ideas; practices self-development.
- Safety – Understands and supports safety standards as required by the job; keeps the workplace clean and safe.
- Teamwork– Encourages and facilitates cooperation, pride, and trust among the team; fosters commitment and team spirit; works cooperatively with others to achieve overall goals.

**Essential Duties:**

- Supervises four to seven Dispatcher I or Dispatcher II staff members who complete the daily operations of the 911 center; ensures for the timely implementation of complex emergency response plans and for the coordination of multi-agency responses to incidents, as well as for on-going shift work load planning and operational decision-making; makes independent decisions concerning when to deviate from standard operating procedures to appropriately address unusual emergency response situations, and to ensure appropriate levels of staffing.
- Works independently on technical aspects of the job such as training, quality assurance, or customer service by completing the analysis of collected data; reviews written reports and updates processes based on analysis; recommends action to update, correct, train, and/or suggests procedural changes to ensure efficient and effective service to the customer.
- Maintains a superior level of operational knowledge and works in the capacity of Dispatcher I or II; ensures requests for emergency services are suitable for incident and oversees field incident operations; monitors system status, supports emergency communication operations, and confirms efficient and effective hospital/ambulance medical communications.
- Ensures proper operation of equipment; initiates daily and weekly equipment tests to maintain system readiness; verifies scheduled tests are completed; monitors all systems; continually develops correct course of action in the event of system failure including calling in additional personnel and changes in procedures that are needed to continue service delivery; reviews all equipment malfunction reports.
- Provides supervision, guidance, and mentoring of new dispatchers; leads new hire training; explains and demonstrates daily task assignments; provides guidance on successful completion or needed improvement of tasks to Dispatcher I's, II's, and Supervisors; completes complex assignments or projects; coordinates and assists in department initiatives and participates in department-wide committees or focus groups.

**Supervisory Responsibilities:**

- Yes     No    This position is also responsible for the supervision and leadership of employees, which includes making employment-related decisions and/or recommendations, and formally evaluating performance

***Duties and responsibilities, as required by business necessity may be added, deleted or changed at any time at the discretion of management, formally or informally, either verbally or in writing. Scheduling and shift assignments and work location may be changed at any time, as required by business necessity.***

# Job Description

## **Minimum Job Requirements:**

Associate's degree in Business Management, Public Administration, Communications, or related field; three (3) years' experience as an Emergency Communications Specialist, Dispatcher, or related field; one (1) year experience in a lead-worker or supervisory role; and State of Kansas certified EMR, EMT, or Paramedic are required. Post-offer vision and hearing tests are required.

***Johnson County Government requires reference/background screening for all positions. Specified criteria may vary by Department/Agency.***

## **Preferred Job Requirements:**

Bachelor's degree in Business Management, Public Administration, Communications, or related field and one (1) year experience in writing reports, presenting to groups, and delivering training are preferred. EMD certification, CPR certification, Haz-Mat Awareness Certification, Storm spotter Certification, or Incident Management System Certification are also preferred.

## **Education/Experience Substitutions:**

Yes  No      Experience may be substituted for degree.

Yes  No      Education may be substituted for experience.

## **Physical, Environmental, and Special Working Conditions:**

Weather essential position.

Working twelve (12) hour shifts and on-call/standby work are required.

Successful completion of the post-offer drug testing is required.

All County employees may be called upon to assist other departments in a declared emergency situation.