

YAKIMA COUNTY, WASHINGTON
CLASS SPECIFICATION
CLASS TITLE: LAW ENFORCEMENT DISPATCH SUPERVISOR

BAND: B	GRADE: 2	SUBGRADE: 6	CLASS CODE: J23-4026
DEPARTMENT: YSO	ACCOUNTABLE TO: Varies	Job Family: Legal	OVERTIME STATUS: Non-Exempt
JOB SUMMARY: The Law Enforcement Dispatch Supervisor functions as the overall supervisor responsible for coordinating activities related to receiving, transmitting and relaying information concerning law enforcement and other public safety activities to, from and between mobile units and stations.			
DISTINGUISHING CHARACTERISTICS: Law Enforcement Dispatch Supervisor is the highest level of a three level dispatcher classification series. The Law Enforcement Dispatch Supervisor class is distinguished from the Lead Law Enforcement Dispatcher class by overall supervisory authority over ALL lower level staff.			
DUTY NO.	ESSENTIAL DUTIES:		BAND/ GRADE
1	Responsible for overall supervision of subordinates; prioritizes, assigns and monitors work; evaluates performance; recommends and implements decisions regarding employee selection and discipline; ensures resources are available for operations and provides staff training and cross-training.		B2
2.	Responds to complaints, problems and inquiries requiring a supervisor's attention. Investigates complaints regarding dispatching services as needed. Acts as a liaison between the Sheriff's office and other departments in matters related to dispatch services.		B2
3.	Interprets and ensures compliance with departmental and county policies and procedures.		B2
	Conducts certification training for dispatchers and keeps dispatchers updated on changes in laws, policies and procedures.		B2
4.	Makes recordings of search warrants, probable cause statements and other recordings requested by the Prosecutor's Office when the Law Enforcement Dispatch Supervisor is unavailable. Confirms warrants are being entered and that second party checks are completed. Enters and proofs warrant documents. Verifies data provided and ensures accuracy of documents. Reviews and proofs Civil Division documents. Verifies data provided/ensures accuracy of documents entered. Ensure accuracy and completeness of all records.		B2
5.	Develops and maintains working relationships with the community, municipal, state, and federal law enforcement and court contacts. Provide staff support to 7 agencies the County dispatches for to include Spillman knowledge, county code, Washington state law and civil knowledge. Provide technical support to all Spillman agencies in our county to change and update passwords for the system . Researches subjects and items in our state and national system for Juvenile Detention, Yakima County Jail for warrants and orders. Coordinates efforts between agencies, staff, providers, volunteers and the public.		B2
6.	Answers and responds to emergent/non-emergent calls from the public along with business calls directed to the Sheriff's Office. Assesses and determines priority of the call and availability of response units; elicits pertinent information from callers and disseminates the information received to law enforcement and other public safety agencies. Responds to general law and civil questions from the public and law enforcement.		B2
7.	Other duties as assigned.		

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Knowledge of: (position requirements at entry):

Knowledge of:

- Supervisory theories and techniques
- Laws, rules and regulations governing dispatch services
- Applicable Yakima County policies and procedures
- Reading and writing ability with proper grammar and spelling in the appropriate language
- Knowledge of the geography and location of communities that comprise Yakima County
- Research/records experience; finding and pulling information on a daily basis
- Cartography experience (ability to read maps)
- Basic recordkeeping theories
- Office practices
- Washington State laws, county code and civil knowledge
- Customer Service techniques
- Multi-tasking abilities
- Microsoft Office Suite (Word, Excel, Outlook)
- Law Enforcement programs and websites (Spillman, GIS databased Offender Watch, Department of Licensing, ACCESS/WACIC/NCIC)

Skills (position requirements at entry):

Skill in:

- Supervisory skills, ability to train others
- Implementing and enforcing policies and procedures
- Training dispatchers and performing dispatcher duties
- Determining emergency priorities
- Ability to monitor and assign work to others
- Telephone skills and etiquette
- Ability to multi-task
- Understand and retain oral information
- Maintain file systems
- Interpret information through computer entry
- Use computer related software
- Use of audio recording systems and emergency notifications systems.
- Communication, oral and written to exchange and convey information
- Maintain composure under pressure and emergent situations

Training and Experience (position requirements at entry):

High School Diploma or General Equivalency Diploma (GED) and seven (7) years of work experience as a dispatcher of which two years of experience is of dispatching for a law enforcement agency or an equivalent combination of education and experience which provides knowledge, skills and abilities sufficient to successfully perform the essential duties of the job.

Preferred: Associates of Arts Degree and 5 years of work experience as a dispatcher of which two years of experience is of dispatching for a law enforcement agency and one year of supervisory or experience training others.

Licensing Requirements (position requirements at entry):

- Provide evidence of U.S. citizenship (e.g. birth certificate);
- Valid WA State Driver's License and proof of insurance, if requested

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Position Requirements:

- Provide evidence of high school diploma or GED certificate;
- Successful completion and determined suitability for the position based on current State and County Civil Service rules which include the results of a background investigation, polygraph examination, and a psychological examination.

Working Conditions: Position may have the potential exposure to the following:

Environment: Exposure to hostile/angry/emotional individuals, work outside of standard business hours and multiple work locations;

Physical Demands: bending, carrying, handling, lifting, reaching, sitting, standing, walking, fingering, hearing, smelling, talking, visual acuity.

Sedentary Work: Exerting up to 10 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting, most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

Intellectual Demands: ability to multitask, confidentiality, ability to work under pressure, ability to articulate and communicate in conversations, ability to follow written and verbal instruction.

Classification History:

New Class: 06/18

Revised: 08/21

Revised: 12/22