



Job Title:	Dispatch/ Records Supervisor	Department/Loc:	Law Enforcement
FLSA Classification:	Non-Exempt	Date Drafted:	December 2024
Reports To:	Police Chief & Lieutenant of Patrol		

Position Summary

Supervises and performs a variety of routine clerical, administrative and technical work in receiving and dispatching routine and emergency information; receives and responds to police communications by radio. Also, may fill in when Dispatch has a void in the schedule or when a vacancy occurs. The position also supervises the Records Division personnel.

Position Responsibilities- Essential

This list of tasks is illustrative ONLY and is not a comprehensive listing of all functions and tasks performed by positions in this class. It does not imply that all positions within the class perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned.

- Supervises dispatchers and support staff in the Records Division
- Establishes and monitors Dispatch and Records Division employee schedules, ensuring that all shifts are adequately covered to achieve departmental objectives.
- Maintains employee training program. Ensures that employees receive appropriate training and certifications as appropriate for their position.
- Initiates employee disciplinary action, as needed, in consultation with Forest Acres Police Department (FAPD) command staff.
- Addresses employee complaints and works with FAPD command staff to resolve issues.
- Ensures compliance by Dispatch and Records staff with all FAPD policies and procedures and with SLED and FBI standards.
- Establishes and maintains program for all Dispatch and Records Division documents and records, including document retention and destruction in compliance with State Archives standards.

Also performs general Dispatch duties, as follows:

- Monitors telephones and radio in the dispatch center, answers all incoming calls and ascertains nature of call, gathers all necessary information to transmit or relay.
- Dispatches police and broadcasts nature, location and time of incident. Contacts all required personnel in the event of an emergency situation. Ensures the presence of reserve units by contacting personnel designated for call-back; relays information as required.
- Maintains log of radio and telephone communications and the location of personnel and equipment. In the event of an emergency situation, maintains on-going contact with responding personnel and informs them of all incoming pertinent information. Keeps track of information such as traffic lights out and streets closed and keeps emergency personnel informed.
- Maintains dispatch center work area and equipment in clean and working condition.
- Receives complaints from public concerning crimes and police emergencies, broadcasts orders to police radio patrol units in vicinity to investigate complaint, and relays instructions or questions from remote units.
- Receives messages for officers and other department personnel and logs information as necessary.
- Accesses NCIC computer for inquiries into an individual's background history, registration of vehicles, license checks, criminal history checks, and other relevant information. Logs all criminal history checks.
- Enters, cancels, and clears information in NCIC computers. Enters appropriate information from incident reports, including stolen property, missing persons, etc. Cancels and clears information when it is no longer valid.



- Records calls broadcast and complaints received in conformance with FCC regulations. Maintains tape recorder and keeps track of tapes.
- Broadcasts information such as weather conditions, hazardous waste spills, Be On the Lookout, and any other vital data. Maintains log of “Be On the Lookout” and vacation watch information.
- Maintains list of emergency telephone numbers.
- Receives and transfers incoming calls to other offices within department, when appropriate; takes messages when appropriate.
- Maintains reference information for emergency situations.
- Operates radios as needed and assists in radio communications; operates base radio as required.

Position Responsibilities- Non-Essential/Other

- Other duties as assigned

Essential Skills and Experience

- High School Diploma
- Ability to work independently (only one dispatcher is working at a time) for 12 hour shifts
- Working knowledge of computers, office practices and procedures
- Working knowledge of the operations of a municipal police department
- Ability to perform multiple tasks simultaneously
- Ability to effectively meet and deal with the public
- Ability to communicate effectively verbally and in writing
- Ability to handle stressful situations
- Ability to calm hostile or hysterical persons to obtain information for emergency response
- NCIC, ATAC, and LASO certification or ability to obtain

Beneficial Skills and Experience

- Associates degree in criminal justice, business, social science, or other relevant area preferred
- Experience in law enforcement preferred but not required

Mental & Physical Demands- ADA Guidelines

Physical Demands

- | | | | |
|-----------------|--------------|------------------------|--------------|
| • Sit | Constantly | • Reach Above Shoulder | Occasionally |
| • Walk | Occasionally | • Climb | N/A |
| • Stand | Occasionally | • Crawl | N/A |
| • Handling | Frequently | • Squat or Kneel | Occasionally |
| • Reach Outward | Occasionally | • Bend | Occasionally |

Lifting Requirements

- | | | | |
|---------------------|--------------|-----------------|-----|
| • 10 pounds or less | Frequently | • 51-100 pounds | N/A |
| • 11-20 pounds | Occasionally | • >100 pounds | N/A |
| • 21-50 pounds | N/A | | |



Pushing and Pulling Requirements

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|---------------------|--------------|---------------------|-----|
| • 12 pounds or less | Occasionally | • 41 to 100 pounds | N/A |
| • 13 to 25 pounds | N/A | • > than 100 pounds | N/A |
| • 26 to 40 pounds | N/A | | |

Definitions

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|--------------|----------------|---|
| • N/A | Not Applicable | Activity is not applicable to this occupation |
| • O | Occasionally | Occupation requires this activity up to 33% of the time (0 - 2.5+ hrs/day) |
| • F | Frequently | Occupation requires this activity from 33% - 66% of the time (2.5 - 5.5+ hrs/day) |
| • C | Constantly | Occupation requires this activity more than 66% of the time (5.5+ hrs/day) |

ENVIRONMENTAL HAZARDS:

None

SENSORY REQUIREMENTS:

The job requires normal visual acuity, depth perception, and field of vision, hearing, speaking, and color perception.

The Company has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent an expressed or implied contract of employment nor does it alter your at-will employment, and the Company reserves the right to change this job description and/or assign tasks for the employee to perform, as the Company may deem appropriate.

Print Employee Name	Employee Signature	Date Signed
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Print Manager/Supervisor Name	Manager/Supervisor Signature	Date Signed
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