BOARD OF REGENTS
STATE OF IOWA

REGENT MERIT SYSTEM

Class Title: Public Safety Dispatch Supervisor   **Class Code:** 7593

Pay Grade: 114

GENERAL CLASS DESCRIPTION:

Under general supervision, provides administrative supervision for the dispatch operations of the Department of Public Safety.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES:

1. Provides administrative supervision to Merit dispatch staff and student employees assigned to work unit, making effective recommendations in the hiring, termination, discipline, evaluation, training, work assignment and checking of work for employees and applicants; and assigns overtime as appropriate.

2. Responsible for scheduling of dispatch staff; approves/denies leave requests; and ensures all necessary time cards and corresponding documents are completed.

3. Reviews and checks performance of assigned staff in order to maintain high standards of performance.

4. Interviews and effectively recommends hiring; evaluates employee performance; and effectively recommends disciplinary actions, promotions, and termination.

5. Provides training and orientation to new employees and ongoing training to all dispatch staff.

6. Performs the duties of the Public Safety Dispatcher II.

KNOWLEDGE, SKILLS, AND ABILITIES:

1. Knowledge of and ability to perform supervisory and personnel functions, and fiscal administration of the position.

2. Ability to communicate effectively, both orally and in writing, with university personnel and the public.

3. Ability to comprehend numerous policies, procedures, concepts and to be able to respond using discretion and interpretive judgment based on general and specific policies.

4. Ability to retain knowledge, information, and directions on an ongoing basis and communicate effectively with others.

The tasks listed under the heading of Characteristic Duties and Responsibilities are examples of the variety and general nature of duties performed by employees in positions allocated in the class. The list is descriptive only and should be used for no other purpose. It is not intended that any position include every duty listed nor is it intended that related duties cannot be required.

5.   Knowledge of the geography of the university campus and surrounding areas.

6.   Knowledge of FCC regulations and public safety dispatching procedures.

7.   Skill in using equipment such as multi-frequency radio, teletype, telephone, TDD and computers.

8.   Ability to enter and retrieve data from a computer terminal, PC or other keyboard device.

9.   Ability to communicate effectively and coherently over law enforcement radio channels while initiating and responding to radio communications.

10. Ability to perform multiple tasks at one time and to remain calm in stressful situations.

11. Ability to make immediate decisions, use critical judgment, and initiate messaging protocols in response to emergencies on and around campus.

12. Ability to monitor alarms, access points, and video systems.

MINIMUM ELIGIBILITY REQUIREMENTS:

1.   Five years of dispatch experience in a law enforcement environment.