



City of Madison

Job Description

Title Senior Dispatcher Department Police
Exempt/Nonexempt N Pay Grade 9 Reports to Communications Supervisor
New Position X Position Change X Effective Date 03-20-2023
Subordinate Staff Dispatchers

The following information is designed to outline the functions and position requirements of this job. It does not identify all tasks that may be expected, nor address the performance standards that must be maintained.

General Position Summary:

The position of Senior Dispatcher reports directly to the Communications Supervisor. Senior Dispatchers assist the Communications Supervisor with the supervision and training of shift dispatchers, and they perform the duties and requirements of the Police Dispatcher position. They are leaders who must have the ability to motivate people to perform at optimum levels. A Senior Dispatcher is a Communications Training Officer (CTO) and evaluates the performance of personnel with the intent of identifying and seeking to improve performance throughout the training process. In the absence of the Communications Supervisor, the Senior Dispatcher oversees the Unit, and as such, exercises control over the administrative duties of the Unit.

Essential Functions/Major Responsibilities:

- Assists and monitors subordinates in performing their duties and responsibilities.
- Trains dispatchers in all areas of responsibilities and processes.
- Evaluates and recommends training of personnel.
- Performs duties and requirements of the Police Dispatcher position.
- Assists with interviewing and selecting new employees when requested.
- Monitors dispatchers for compliance with rules and regulations.
- Participates in the development and implementation of procedures.
- Assists in completing employee annual performance evaluations when requested.
- Monitors daily operation of equipment.

Secondary Functions:

- Performs Communications Supervisor's duties in his/her absence.
- Perform other duties as assigned.

Job Scope:

- Performs duties under the direction of the Communications Supervisor.

Supervisory Responsibility:

- Communications personnel.

Interpersonal Contacts:

- Interacts with fellow workers, police, and fire personnel via radio/phone, 911 center agency representatives, and citizens via telephone.

Specific Job Skills:

- Knowledge of the methods and procedures for operating the communications system.
- Knowledge of federal and state regulations governing radio transmissions.
- Knowledge of geography of the city.
- Knowledge of police and fire procedures, laws, and ordinances.
- Ability to type a minimum of 35 wpm.
- Skill in computer applications using industry standard software (i.e., RMS, CAD etc.)
- Skill in maintaining effective interpersonal working relationships.
- Skill in communicating information of a complex nature effectively and concisely with department personnel, subordinates, as well as other public and private parties on a continuous basis using highly developed oral and written skills.
- Ability to complete tasks and assignments under general direction independent of direct supervision.
- Ability to assist, train and supervise work of entry level dispatchers.

Managerial Skills:

- Knowledge of supervisory principles and their application.
- Skill at hiring, training, appraising, coaching, counseling, and disciplining personnel.
- Understanding of personnel policies and practices and ability to coach employees in these areas.
- Leadership and staff motivation skills.
- Skill at gathering and evaluating input for decision-making.
- Project management, planning, organization, and prioritization skills.

Education and/or Experience:

- A minimum of three (3) years as a Dispatcher.
- Any combination of education and experience equivalent to graduation from High School, with additional training and education in management and communications and extensive experience in public safety communications.
- Possess the required educational level or its equivalent to perform and comprehend the required knowledge, skills, and abilities.

Job Conditions:

- All employees may be expected to work hours more than their normally scheduled hours in response to short-term department needs and/or City-wide emergencies.
- Must be willing to work irregular hours, extended hours, weekends, and holidays, at times with little or no notice.
- Performs specialized technical and professional work requiring general understanding of operating policies and procedures and their application to problems not previously encountered.
- Requires normal attention with short to moderate periods of concentration for accurate results and frequent exposure to unusual pressure.

Physical Capabilities:

- Requires primary sedentary work but may involve walking or standing for periods of time and exerting up to 10 pounds of force on a regular and recurring basis.
- Requires dexterity for constant keyboarding and use of computer technology.
- Requires normal visual acuity and field of vision, hearing, speaking, color perception, sense of taste, sense of smell, depth perception, and texture perception.

Mayor Approval _____ Date _____

Department Head Approval

Date