

Job Description: Dispatcher Supervisor

Nature of Work:

Employee of this class serves as the Dispatch Supervisor for Bucksport Public Safety. Responsible for clerical and administrative support for the Police, Fire and Ambulance Departments including the maintenance of all electronic and physical records. Work involves considerable contact with the public and other Public Safety Agencies, requiring a familiarity with the organizational and operational characteristics of these departments. Work is of a confidential nature and is performed under the supervision of the Chief of Police.

Oversees the work of all dispatchers and other departmental clerical staff, and is responsible for the training of these employees. Also responsible for training others in the use of the departmental computer system. Position requires extensive communication with members of all the departments served, and with members of the general public. Makes a significant contribution to the effective flow and sharing of information on a daily basis with members of the department and other law enforcement/fire/EMS agencies. Applies various written, oral and electronic communication styles to facilitate day to day activities.

Essential Duties:

Collects and enters all written reports for state reporting system.

Trains new personnel in the use of the computer system.

Maintains and serves as system manager for departmental computer system.

Serves as dispatcher necessary.

Responsible for maintenance of and purchasing of materials for all office equipment.

Prepares standard reports from records, as well as other general technical materials.

Keeps and maintains departmental accounting, personnel, payroll and related records and prepares reports on same for various Town Officials.

Processes and records weapon permits and other permits issued by the police department.

Maintains all office supplies for departments.

Serves as Dispatcher on scheduled shifts.

Prepares and oversees work schedules for dispatchers and clerical staff.

Maintains and acts as system manager for departmental computer system.

Maintains and acts as the Terminal Agency Coordinator for the METRO / NCIC computer system.

Maintains and acts as the contact person for the Department of Public Safety, Health and Environmental Lab for maintenance and reporting on the departmental Intoxilyzer.

Performs related work as required.

Knowledge, Training and Experience:

Position requires working knowledge of the computer operations of Police/Fire/EMS departments, including the technical requirements and detailed procedural requirements of the various Police/Fire/EMS departments. Position requires working knowledge of the operations of the Police/Fire/EMS, and the record keeping requirements of Police/Fire/EMS.

Educational requirements and Work Experience:

Minimum of a high school diploma.

Minimum of four years experience working in Public Safety Communications, or comparable experience and Dispatcher Certification from the Maine Criminal and Justice Academy.

Functional Requirement: Ability to sit prolonged periods of time.