



# New Mexico State Personnel Office

2600 Cerrillos Road  
Santa Fe, New Mexico 87505-0127

## Classification Description

### DISPATCHER SUPERVISOR

<u>Class Title</u>	<u>Class Code</u>	<u>Pay Band</u>	<u>Alt Pay Band*</u>
Dispatcher Supervisor	R5033S	55	

*\*In accordance with SPB Rule 1.7.4.10 NMAC, the assignment to alternative pay bands shall be reviewed annually to determine their appropriateness.*

#### **Purpose**

Devotes a substantial portion of time assigning and directly supervising work of at least two (2) full time equivalent employees\*\*, acting upon leave requests, conducting annual performance evaluations and recommending disciplinary actions. Interviewing and recommending selection of applicants and conducting training of personnel. Provides emergency and non-emergency communication services through the use of a complex multi-channel communications system.

#### **Nature of Work**

The Dispatcher Supervisor devotes a substantial portion of time assigning and directly supervising work of at least two (2) full time equivalent employees and provides assistance and information to the general public and client agencies. They establish priorities for emergency dispatching and provide uninterrupted radio communication to field operation staff and/or law enforcement officers.

#### **Distinguishing Characteristics**

*The omission of specific statements does not preclude management from assigning other duties which are reasonably within the scope of the duties.*

- Devotes a substantial portion of time assigning and directly supervising work of at least two (2) permanent/full time employees. Acts upon leave requests, conducts annual performance evaluations and recommends disciplinary actions.
- Conducts training of personnel; may interview and recommend selection of applicants.
- Provides career coaching through mentoring and arranges for outside training opportunities when possible.
- Makes well-informed, effective, and timely decisions and perceives the impact and implications of those decisions.
- Makes point of view in a clear and convincing manner.
- Listens effectively and clarifies information as needed.
- Identifies and analyzes problems; weighs relevance and accuracy of information; generates and evaluates alternative solutions; makes recommendations.
- Writes in a clear and concise manner.

In this full performance level incumbents operate a complex multi-channel communications system and multi-telecommunications system.

## DISPATCHER SUPERVISOR

- Ensures all emergency and non-emergency calls for assistance, information or requests are relayed to the proper agency or personnel in a timely manner.
- Determines the level of involvement and need for resources prior to dispatching.
- Maintains record of all incoming and outgoing radio transmissions and telephone calls.
- Follows Federal Communications Compliance (FCC) and agency guidelines for dispatching.
- Accesses and operates a terminal connected to the National Crime Information Center (NCIC), New Mexico Crime Information Center (NMCIC), National Law Enforcement Telecommunications System (NLETS) and New Mexico Law Enforcement Telecommunications System (NMLETS), utilize the systems to enter and removed wanted persons or articles, and complies with policies and procedures for confidentiality and security upon request from Criminal Justice personnel.
- Disseminates and maintains weather, hazardous material, road closure and road condition, desk, wrecker, arrest logs and any other logs deemed necessary.
- Provides law enforcement officers and agencies with specific information, mostly on an emergency basis, regarding wanted subjects, missing persons, stolen vehicles, stolen articles, vehicle registration, criminal histories and road conditions by the use of nationwide and statewide computer systems.
- Monitors radio consoles during client contacts, vehicle stops, and aircrafts while in flight to ensure safety of field personal through established protocols.
- Reviews all previous shift data entry logs and other emergency files to ensure accuracy and completion and briefs other oncoming dispatchers or other responsible agencies about equipment problems and on-going situations during shift.
- Participates in the development of policies and procedures pertaining to current and future emergency protocols.
- Prepares reports and maintains files and manuals necessary for efficient operation of the communications center.
- Maintains inventory of assets.
- May recommend acquisition and upgrades of existing equipment and report equipment failures to ensure repairs are conducted immediately.
- May plan, prioritize, assign, monitor and evaluate work of other dispatchers.
- May coordinate schedules to ensure adequate coverage for the communications center.
- Provides appropriate parties with documents and audio recordings for specified cases.
- Ensures compliance of New Mexico Law Enforcement Academy (NMLEA) dispatch training.

### **Recommended Education and Experience for Full Performance\*\*\***

Associates degree and one (1) year police and/or emergency dispatch experience, six (6) months of which must be supervisory.

### **Minimum Qualifications**

High School diploma or GED and one (1) year police and/or emergency dispatch experience.

### **Knowledge and Skills**

*Note: This information has been produced by compiling information and documentation provided by O\*NET. O\*NET™ is a trademark of the U.S. Department of Labor, Employment and Training Administration.*

### **Knowledge**

**Leadership** - Knowledge of leading through influence and persuasion by establishing mutual trust, respect, and loyalty, through shared beliefs, values, and goals; Being cognizant of

## DISPATCHER SUPERVISOR

subordinates' needs, goals, and aspirations, and to carefully consider these personal variables when making decisions.

**Customer and Personal Service** — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

**Transportation** — Knowledge of principles and methods for moving people or goods by air, rail, sea, or road, including the relative costs and benefits.

**English Language** — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

**Administration and Management** — Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.

**Computers and Electronics** — Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

### Skills

**Leadership** - Displaying attributes that makes employees willing to follow; applying effort to increase productiveness in areas needing the most improvement; establishing a spirit of cooperation and cohesion for achieving goals; making the right things happen on time; providing performance feedback, coaching, and career development to individuals to maximize their probability of success; giving subordinates the authority to get things accomplished in the most efficient and timely manner.

**Active Listening** — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

**Speaking** — Talking to others to convey information effectively.

**Coordination** — Adjusting actions in relation to others' actions.

**Reading Comprehension** — Understanding written sentences and paragraphs in work related documents.

**Time Management** — Managing one's own time and the time of others.

**Monitoring** — Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.

**Service Orientation** — Actively looking for ways to help people.

**Critical Thinking** — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

**Negotiation** — Bringing others together and trying to reconcile differences.

**Social Perceptiveness** — Being aware of others' reactions and understanding why they react as they do.

## DISPATCHER SUPERVISOR

### Statutory Requirements

Upon selection by the Public Safety or Department of Information Technology, a background clearance will be required.

- Upon application or admission to the New Mexico Law Enforcement Academy, applicants will be required to successfully complete the New Mexico Law Enforcement Academy Basic Radio Dispatch Training Program within one year of employment, and incumbents of the Department of Public Safety must maintain certification currency.
- Upon application or admission to the New Mexico Law Enforcement Academy, applicants will be required to pass a hearing test.
- Upon selection by the Information Technology or Transportation Departments, applicants will be required to obtain Cardio Pulmonary Resuscitation (CPR) certification.
- Must be a citizen or legal resident of the United States.
- Must not have been convicted of a felony or other crime involving moral turpitude.
- Must have required/preferable licensure certificate and/or registration.

**Conditions of Employment:** Working Conditions for individual positions in this classification will vary based on each *agency's utilization, essential functions, and the recruitment needs* at the time a vacancy is posted. All requirements are subject to possible modification to reasonably accommodate individuals with disabilities. Must work in a confined area and is usually in a sitting position. Is subject to shift work as services must be provided 24 hours a day, every day of the year which includes weekends and holidays.

**Default FLSA status:** Exempt.

**Bargaining Unit:** Not covered

**Established:** 04/27/2012

**Revised:**

*Note: Classification description subject to change. Please refer to the SPO website [www.spo.state.nm.us](http://www.spo.state.nm.us) to ensure this represents the most current copy of the description.*

*\*\*\*Adapted from the United States Bureau of Labor Statistics and are intended to illustrate the typical education and experience required for this occupation. Not to be construed as minimum qualifications.*

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