



## Public Safety Dispatch Supervisor Job Description

### JOB INFORMATION

Job Code:	147003
Job Title:	Public Safety Dispatch Supervisor
FLSA Status:	Non-Exempt
Supervisory:	Leads one or more employees performing similar work.
Job Family:	Public Safety (Step)
Job Family Group:	Public Safety
Management Level:	7 Individual Contributor

### JOB SUMMARY

Performs duties assigned to Public Safety Dispatcher. Serves as shift supervisor and leads assigned communications staff. Trains new communications personnel and provides updates and refresher training as needed. Monitors all communications room equipment and sub-systems and advises the Unit Manager and/or the Equipment Manager on needed servicing or repair.

### JOB QUALIFICATIONS:

#### Education

Req	Pref	Degree	Field of Study
X		High school or equivalent	
	X	Related undergraduate study	

#### Additional Education

Check here if experience may substitute for some of the above education.

Combined experience/education as substitute for minimum education

#### Work Experience

Req	Pref	Work Experience	Experience Level
X		2 years	

#### Additional Work Experience

Check here if education may substitute for some of the above work experience.

Combined experience/education as substitute for minimum work experience

#### Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Directly related experience as a public safety dispatcher.
	X	Previous supervisory experience.

## Licenses

Req	Pref	License(s)
X		Valid Driver's License
X		Security Guard License

## Other Job Factors

### JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Receives emergency calls requesting police, fire and rescue assistance. Determines appropriate response in accordance with established procedures and assessment of the situation. Dispatches Public Safety units in response to calls for service.				
Maintains a record of all calls and radio messages. Monitors status of public safety, parking transportation, campus cruiser, residential protection, assets protection, and other special duty units. Prepares appropriate management reports of calls.				
Receives calls and complaints regarding service and assistance and refers them to the appropriate unit. Operates telephone switching equipment.				
Develops objectives and tactical plans for public safety or crime problems. Participates as part of management team in assessing needs.				
Requests back-up or follow-up assistance from the Los Angeles Police Department, Los Angeles Fire Department and other agencies.				
Operates Computer Aided Dispatch system and maintains manual and automated records systems. Conducts information searches as needed.				
Leads assigned communications staff. Coaches communications staff through problem solving processes and holds them accountable for their activities while empowering them to be creative. Provides rewards for good or exceptional performance, assists employees improve performance, recommends discipline as needed, and conducts performance evaluations. Ensures adherence to department rules and regulations.				
Trains communications personnel in the operation of all communications room functions and procedures as needed. Ensures staff is adequately trained to perform all communications room operations.				
Defines needs and contributes to the development of procedures which support the communications function. Maintains and conducts audits/information searches of the department's radio and telephone taping equipment and Computer Aided Dispatch system.				
Reviews work for accuracy and adherence to internal policies and procedures. Addresses errors and provides feedback.				

## Other Requirements

Essential:	Emergency Response/Recovery	Essential:	Mandated Reporter
	In the event of an emergency, the employee holding this position is required to "report to duty" in accordance with the university's Emergency Operations Plan and/or the employee's department's emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.		A mandated reporter who in his or her professional capacity has knowledge of, or reasonably suspects a person who is under the age of 18 years, elderly, or a dependent adult has been the victim of abuse or neglect must report the suspected incident. The reporter must contact a designated agency immediately or as soon as practically possible by telephone or in writing within 36 hours. By virtue of the associated job duties, this position qualifies as a mandated reporter as required by state law and USC's policy at: <a href="https://policy.usc.edu/mandated-reporters/">https://policy.usc.edu/mandated-reporters/</a>
Campus Security Authority (CSA)			Essential:
By virtue of the associated job duties, this position qualifies as a Campus Security Authority as required by law and USC's policy at: <a href="https://dps.usc.edu/alerts/clery/">https://dps.usc.edu/alerts/clery/</a>			Yes

**ACKNOWLEDGMENTS**

The above statements reflect the essential and non-essential functions as necessary to describe the principle contents of the job. They are not intended to be a complete statement of all work requirements or duties that may be required of the position. I understand that I may be asked to perform other duties as assigned. USC reserves the right to add or change duties at any time.

The University of Southern California is an Equal Opportunity Employer. USC prohibits discrimination on any basis protected under federal, state, or local law, regulation, or ordinance or university policies. All employment decisions are based on individual qualifications and business need.

I acknowledge receipt of this job description and its associated physical requirements. I have read and understand the job description and job requirements and agree to abide by their contents. I realize that duties may be requested of me that are not specifically stated herein. I understand that I will be expected to adjust to potential fluctuations in work volume. I understand that, if I have any questions about the essential functions or expectations of my position, my supervisor and/or HR partner are available to discuss them with me.

\_\_\_\_\_  
Print Employee Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Print Manager Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

This job description describes the general nature and level of work required by the position. It is not intended to be an all-inclusive list of qualifications, skills, duties, responsibilities or working conditions of the job. The job description is subject to change with or without notice, and Management reserves the right to add, modify or remove any qualification or duty. Nothing in this job description changes the existing at-will employment relationship between the university and the employee occupying the position.