

**COUNTY OF SOLANO**  
**CLASS SPECIFICATION**  
**DISPATCH CENTER MANAGER**  
*Effective Date: 5/9/2017*

**CLASS SUMMARY:**

Under general direction, incumbents in the Public Safety Dispatch Center Manager position plans, organizes, and manages the emergency dispatch center and performs highly responsible administrative functions in support of the division operations. This is a single class position that manages the activities of the Solano County Sheriff's Communications Center, overseeing the work of staff responsible for answering emergency and non-emergency phones and providing police and fire services for rural areas of Solano County and contracted cities. This position oversees the training of dispatch staff and provides technical expertise for this division.

**DISTINGUISHING CHARACTERISTICS:**

This class is distinguished from the:

- **Emergency Services Manager** class which serves as the Director of Emergency Services and is characterized by its Executive management responsibility over a variety of administrative and fiscal activities in support of the Office of Emergency Services.
- **Public Safety Dispatcher (Supervising)** class which is characterized by the responsibility to administer and supervise dispatch activities for law enforcement, fire service, and emergency medical services.

**SUPERVISION RECEIVED AND EXERCISED:**

Receives supervision from the Emergency Services Manager and exercises supervision over the Public Safety Dispatcher class series and assigned non-safety staff.

**ESSENTIAL DUTIES:**

Duties may include but are not limited to the following:

This class specification represents the core area of responsibilities; specific position assignments will vary depending on the needs of the department.

- Manages and directs dispatch services in the Solano County Sheriff's Communications Center, which may include programs and services.
- Develops and maintains division budget.
- Prepares budget, operational and statistical reports and long range plans for the various boards, and user agencies using computer word processing, spreadsheets, and graphic applications.
- Creates and implements policy and procedures for existing and future communication center responsibilities.
- Develops and oversees training of new and existing staff on new processes and/or systems; provide guidance to trainers and trainees throughout training process.
- Develops, supervises and participates in operational workflow studies of support services problems; recommends and may approve improvements and changes in departmental methods and procedures.
- Consults with unit supervisors regarding daily operations, staff productivity, reports, training, performance evaluations and discipline.
- Exercises management authority for assigned services and activities of the assigned unit and performs managerial responsibilities such as:
  - monitoring purchases and expenditures;

- approving non-routine expenditures for workplace improvements, training, computer software and hardware, etc.;
- monitoring goals and objectives of the unit and taking corrective actions as appropriate;
- recommending and implementing new policies and procedures to eliminate or reduce barriers to efficient or effective production and/or to improve customer service; and
- coordinating and monitoring the work of consultants and contractors by reviewing the performance and quality of work to ensure compliance with the applicable contract and by reviewing and approving claims for payments to ensure conformance with contract provisions and to prevent cost overruns.
- May be required to serve in the capacity of a senior dispatch position answering emergency and non-emergency calls.
- Ensures compliance with Department of Justice and Federal Bureau of Investigation Security Policy by monitoring the security, training, and proper use of the California Law Enforcement Telecommunications System (CLETS) in coordination with the Agency CLETS Coordinator
- May be required to testify or act as a Subject Matter Expert in Court.
- May be required to process and assign requests for Discovery.
- Performs supervisory duties to direct reports and to others through subordinate supervisors such as:
  - establishing standards for acceptable work products and evaluating performance;
  - interviewing applicants and hiring recommendations and/or selection, as authorized;
  - reviewing, proposing and implementing disciplinary actions and terminations;
  - providing career development mentoring;
  - assigning work and planning and scheduling staff's work activities and deadlines;
  - reviewing work and recognizing employees' work efforts and accomplishments;
  - providing career development mentoring and recommending training and career development opportunities;
  - ensuring that employees are properly trained;
  - reviewing and approving timesheets and requests for leave; and
  - supporting and ensuring compliance with County and Department policies and procedures including those related to equal opportunity and to safety
- Performs other duties of a similar nature or level as assigned.

**EDUCATION AND/OR EXPERIENCE:**

Six years of experience in a public safety dispatch center, including two years of supervisory experience.

**AND**

A Bachelor's degree from an accredited university, preferably with a major in Business Administration, Business Management, or Criminal Justice.

**LICENSING/CERTIFICATION REQUIREMENTS:**

Public Safety Dispatcher Advanced Certificate and CLETS Terminal Operator or Terminal Agency Coordinator Certificate

Possession of, or the ability to obtain, a valid Class C California driver's license is required

## **REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:**

### **Knowledge of:**

- Dispatch center roles and responsibilities.
- Principles and practices of supervision, leadership, motivation, team building, organization, training, and conflict resolution.
- Principles and practices of budgeting, cost analysis, and fiscal management.
- Practices and techniques of administrative and statistical analysis, statistical report preparation, and graphic presentation of analysis.
- Customer service techniques for dealing with customers, often in a difficult or confrontational situation.
- English composition, spelling, grammar, vocabulary, and punctuation for both written and oral communications.
- Formats and appropriate terminology for written communications such as business correspondence, policies, procedures and narrative reports.
- Basic mathematics for developing, preparing and completing numerical, budgetary, and/or statistical reports.
- Standard office procedures, practices, equipment, personal computers, and software.

### **Skill and/or Ability to:**

- Effectively manage, supervise and direct the work of others
- Work effectively with local, regional and state policy making boards and committees
- Manage a variety of simultaneous work projects and carry them through to successful completion.
- Determine the appropriate course of action in stressful and/or emergency situations.
- Administer contracts and grants according to designated guidelines and regulations
- Research laws, regulations, procedures and/or technical reference materials; analyze, evaluate and interpret the data gathered; draw logical conclusions; develop reasonable and deliverable options, make appropriate recommendations; and implement the resultant change effectively.
- Communicate information and ideas clearly and concisely, both orally and in writing
- Establish and maintain effective working relationships with those contacted in the performance of required duties.
- Prepare a variety of written communications to include reports, policies and procedures
- Work with and speak to various cultural and ethnic individuals and groups in a tactful and effective manner.
- Maintain accurate records and document actions taken.
- Gather and analyze statistical data and prepare comprehensive statistical reports.
- Maintain confidentiality of records and information per pertinent laws/regulations and departmental protocol

## **PHYSICAL REQUIREMENTS:**

- **Hearing and Talking:** Positions in this class require the employee to perceive the nature of sounds at normal speaking and/or auditory levels with or without correction, and have the ability to receive detailed information through oral communications. Positions in this class require the employee to express or exchange ideas by means of the spoken word.

- Vision: Positions in this class require the employee to have close visual acuity, with or without correction, to prepare and analyze data and figures, transcribe, view a computer terminal, read, etc. Positions in this class also requires employees to have depth perception in order to operate a motor vehicle.
- Mobility and Dexterity: Positions in this class typically require stooping, kneeling, reaching, standing, walking, fingering, grasping, feeling (i.e. sense of touch), and repetitive motion
- Light Work: Employees in this class will be exerting up to 20 pounds of force occasionally and/or up to 10 pounds of force frequently, and/or a negligible amount of force constantly to move objects.

**WORKING CONDITIONS:**

- Office Work: Employees in this class will most often be working in an office setting.
- Disruptive/Confrontational Human Contacts: Employees in this class may be subject to disruptive and confrontational people

**OTHER REQUIREMENTS:**

- Incumbent may be required to work outside normal business hours.
- Candidates for positions in this class will be required to pass a background investigation in accordance with applicable law, regulation and/or policy.
- Independent Travel: Incumbents are required to travel independently, for example, to perform work at other work sites, to attend meetings with other County employees, to attend meetings with community organizations, etc.

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**Marc A. Fox**  
**Director of Human Resources**

- Date Approved by the Director of Human Resources: 4/26/2018
- Date Class Title added to the Listing of Classes & Salaries by the Board of Supervisors: 5/9/17
- Date(s) Revised: N/A
- Date(s) Retitled and Previous Titles of the Class: N/A
- Class Code: 167120