

## CLASSIFICATION SPECIFICATION

<b>FLSA:</b>	<b>EXP</b>	<b>Job Code:</b>	<b>ACV31308</b>
<b>Job Class Code:</b>	<b>020</b>	<b>Salary Schedule:</b>	<b>ASRRDISPA</b>
<b>EEO Category:</b>	<b>06</b>	<b>Grade:</b>	<b>16</b>
<b>Workers Comp Code:</b>	<b>8810</b>		

<b>Job Code Established:</b>	<b>07/11/91</b>	<b>Effective Date:</b>	<b>07/11/91</b>
<b>Job Code Revised:</b>	<b>01/01/01</b>	<b>Effective Date:</b>	<b>03/18/03</b>

**JOB CODE SERIES:** Dispatcher Series

**JOB CODE TITLE:** DISPATCHER CENTER SUPERVISOR

**HRIS TITLE:** DISPATCHER CENTER SPV

**CHARACTERISTICS OF THE CLASS:** Supervises and evaluates communication dispatchers and clerical personnel in a 24-hour work environment planning, organizing and scheduling work activities.

**EXAMPLES OF DUTIES:** Plans, coordinates, supervises, trains and evaluates a 24-hour, 7 days a week dispatch center operations. Writes and maintains operational policies, procedures and guidelines. Coordinates replacement and repair of equipment. Reviews, investigates and resolves complaints.

**WORK CONDITIONS:** Primary duties of a sedentary nature supervising the dispatch center operations and may perform dispatcher functions in emergency situations. Some situations can be of an urgent, stressful nature. Some positions may require periodic inspection of statewide mountaintop repeater stations/other facilities for communications equipment evaluations.

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

**Knowledge of:** standard and Federal Communications Commission radio and telephone transmission procedures; communications equipment including but not limited to the Arizona Criminal Justice Information System terminal and closed circuit surveillance security systems; management and supervision principles and techniques.

**Skill in:** operating a two-way radio; operating telecommunications equipment.

**Ability to:** supervise and maintain an efficient multi-shift dispatch function with adequate staffing; communicate concisely, both verbally and in writing, during stressful situations using position-specific terminology; exercise good judgment while working under pressure during emergency situations; apply management and supervision principles and techniques; establish and maintain work relationships; interpret policy.