



METCOM 9-1-1

LEAD DISPATCHER ASSIGNMENTS

DEFINITION:

Assist Operations Supervisors in coordinating scheduling needs to meet day-to day staffing requirements of the dispatch center; troubleshoots equipment problems and serves as a point of contact for inquiries and complaints as they pertain to operations; performs related work as assigned by an Operations Supervisor or Director.

May serve in the capacity of an Operations Supervisor in their absence.

DISTINGUISHING CHARACTERISTICS:

An employee in this special assignment is responsible for coordinating daily scheduling needs and to act as a point of contact and support for dispatchers and call takers. Lead Dispatchers may also direct and review work of emergency dispatchers on an assigned shift, such as monitoring major events to ensure proper procedures have been followed and notifications have been made. This is a non-exempt represented position required to work varied shifts and mandatory overtime may be required.

SUPERVISION RECEIVED:

Work is performed under the direction of an Operations Supervisor.

SUPERVISION EXERCISED:

Exercise limited supervision over Dispatchers, Call Takers and Trainees.

EXAMPLES OF WORK:

Duties may include, but are not limited to, the following:

1. Serves as a member of the leadership team. Provide leadership in emergency situations. Coordinates and directs emergency incidents in the Communications Center.
2. Serves as a dispatcher.

MARION AREA MULTI-AGENCY EMERGENCY TELECOMMUNICATIONS

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3. Assist Operations Supervisors in the supervision of dispatch employees to ensure Agency goals and objectives are met. Assist with guidance and instruction of dispatch personnel. Provide assistance to staff members as needed, acting as an advocate for assigned employees to management staff in problem-solving situations.
4. Assist with seating charts (if necessary) and ensure proper staffing levels are met using VSS Scheduler.
5. Receive and document comments, complaints and/or inquiries, and pass the information on to the appropriate Operations Supervisor. Any action to be taken beyond guidance and instruction will be handled by an Operations Supervisor; to include delivery of “coaching forms.”
6. Provide leadership to staff, work teams and fellow employees. Serve as a model for accomplishing the Agency’s goals and objectives. Creates an environment in which employees are focused on achieving excellent quality results and customer service.
7. Promote professionalism with a creative approach to problem resolution that creates a positive experience for internal and external customers.
8. Actively promotes safety, diversity, professionalism and just culture in the workplace. Models agency safety practices to employees, completes injury report forms if necessary, and reports any safety hazards in the workplace to Administration.
9. Ensures completion of special projects as assigned.
10. Keeps Operations Supervisors informed of major incidents, complaints or commendations.
11. This position is designated as Essential Personnel and the employee must be able to work shifts that span a 24-hour period (i.e. day, swing and graveyard hours) including weekends and holidays.

PHYSICAL DEMANDS

Sit at a desk or console for extended periods of time; Occasionally walk, stand, or stoop; Occasionally lift, carry, push, pull, or otherwise move objects weighing up to 20 pounds; Use tools or equipment requiring a high degree of dexterity; Work for sustained periods of time maintaining concentrated attention to detail; Must meet all physical standards as set forth by the State of Oregon to include visual acuity, hearing, speaking and basic physical health that provides the stamina to perform the duties of the position for long periods of time.

Accommodations may be made for some of these physical demands for otherwise qualified individuals who require and request such accommodation.

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KNOWLEDGE, SKILLS AND ABILITIES:

Demonstrated knowledge of the methods, policies, procedures and operations of this public safety communications center. Demonstrated principles of leadership. Demonstrated skill in emergency dispatching and the operation of the equipment used in this public safety communications center.

Ability to plan, coordinate and direct activities of dispatch personnel, communicate effectively both verbally and in writing; ability to think and act calmly and quickly, exercising good judgment and common sense in the application of established policies and procedures.

Ability to apply a high level of initiative, discretion and judgment in accomplishing assigned tasks; ability to work under stressful and emotional conditions; ability to maintain confidentiality.

Ability to establish and maintain effective relationships with those contacted in the course of work.

Ability to operate standard office machinery and thorough knowledge of computer programs and software such as Microsoft office products.

EXPERIENCE AND TRAINING

At minimum two years of training and responsible work with an emphasis as a communications dispatcher or in communications center operations; Documentation and/or demonstration of experience and/or education in conflict management and interpersonal communication; demonstrated ability to establish and maintain effective working relationships with others; or any combination of experience and training that would likely provide the required knowledge and abilities.

REQUIRED CERTIFICATES AND LICENSES

Possess and maintain a Basic DPSST Telecommunicator and Emergency Medical Dispatcher certificate

Possess and maintain CPR/First Aid/AED certification

Possess and maintain LEADS certification

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APPOINTMENT

The Agency recognizes the need to have the most qualified employees perform as Lead Dispatchers and as such a review of each Lead Dispatcher will be conducted on a monthly basis with consideration to compliance with both performance and behavioral expectations of Lead Dispatchers. A person may be removed from the Lead program for non-compliance with performance or behavioral expectations. Removal from the program will be at the direction of the Director.

PREMIUM PAY:

As established in the CBA agreement.

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