

**TULSA COUNTY
JOB DESCRIPTION**

Job Title: Dispatch Operations Coordinator
Department: Sheriff – Communications
Reports To: Operations Division Captain
FLSA Status: Exempt
Job Title Code: B595
Last Review: 03/24/2020
Grade: 70

GENERAL PURPOSE OF JOB:

Under administrative direction, plans, organizes, directs, reviews, and evaluates day to day dispatch center operations, programs, personnel and activities. Develops, recommends, and implements policies and procedures, ensures compliance with federal and state rules and regulations provides counseling and direct services to consumers and administrative support to staff within the Sheriff's Office. Provides professional and technical training, assistance and support to dispatch staff and other Sheriff's Office staff; performs related work as assigned. Promotes and provides quality service.

ESSENTIAL JOB FUNCTIONS:

- Assists in the development, implementation, and evaluation of dispatch center programs, goals, objectives, policies, procedures, and work standards.
- Plans, assigns, directs, reviews, documents, and evaluates the work of dispatch center personnel.
- Provides for the training and professional development of dispatch center personnel
- Directly supervises dispatch center day to day service and operations.
- Develops, maintains and monitors staff scheduling and related human resource functions, including, but not limited to the submission of payroll documents
- Monitors and evaluates serviced quality to ensure compliance with service and procedural standards including but not limited to investigation of complaints with recommendations for corrective action.
- Coordinates dispatch center operations and activities with Sheriff's Office leadership and other agencies to ensure seamless and integrated operations and customer service
- Coordinates dispatch response to major incidents and planned details.
- Acts as liaison to and represents the Sheriff's Office with various County departments, state and local government organizations, and consumers as assigned or directed.
- Plans and conducts reviews and studies of dispatch center operations and activities. Gathers and analyzes information and data, evaluated alternatives and make recommendations regarding operations and service delivery and prepares narrative and statistical reports of findings
- Serves on teams, committees or other groups related to public safety emergency communications and Sheriff's Office operations
- Assists fiscal officer by providing any requested budget information
- Monitors equipment and dispatch center technology to ensure proper operation and function
- Use standard office equipment and computers as well as specialized Enhanced 9-1-1, 800 MHz, and other dispatch and communication technologies in the course of the work

REQUIRED SKILLS, KNOWLEDGE AND ABILITIES:

Knowledge of:

- Principles and practices of employee supervision, leadership and basic contract administration
- Basic principles of public administration, including the functions of elected and policy making Boards and Commissions
- Basic principles of program development and implementation

- Basic budgeting and financial management principles and practices
- General and financial research, data, and record keeping information management and analysis; report preparation techniques
- Office administrative principles and practices, including the operation of standard office equipment
- Basic public information and presentation techniques
- Computer applications related to the work
- Knowledge and understanding of radio trunks and ESN or Emergency Service Numbers
- Principles and Practice of State and County 9-1-1 Boards

Skill in:

- Planning, organizing, directing, and reviewing the work of others
- Interpreting, applying, and explaining complex laws, policies and regulations
- Analyzing complex administrative and operations problems, evaluating alternatives and implementing sound recommendations
- Collecting, analyzing, interpreting and evaluating varied information and data
- Setting priorities, coordinating multiple projects and meeting deadlines
- Using sound, independent judgment within established policy and procedural guidelines
- Effective interpersonal communication
- Training others and providing for their professional development
- Maintaining accurate records and files
- Planning and conducting efficient meetings
- Establishing and maintaining effective relationships with those contacted in the course of the work
- Working cooperatively and effectively within a team and larger organizational setting.

SUPERVISORY RESPONSIBILITIES:

This job does have supervisory responsibilities.

QUALIFICATIONS REQUIRED

To perform this job successfully, an individual must be able to perform each essential job function satisfactorily. The requirements listed below are representative of the knowledge, skill, and abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE:

Bachelor's degree (B.A.) from a four-year college or university; or three to five years related experience and/or training; or equivalent combination of education and experience.

LANGUAGE SKILLS:

Ability to read, analyze, and interpret the most complex documents. Ability to respond effectively to the most sensitive inquiries or complaints. Ability to write speeches and articles using original or innovative techniques or style. Ability to make effective and persuasive speeches and presentations on controversial or complex topics to top management, public groups, and/or boards of directors.

MATHEMATICAL SKILLS:

Ability to work with mathematical concepts such as probability and statistical inference, and fundamentals of plane and solid geometry and trigonometry. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

CERTIFICATES, LICENSES, REGISTRATIONS:

Valid Oklahoma Driver's License: required by date of hire

Dispatch Certification: preferred at date of hire or obtained no later than 6 months after hire.

Dispatch Instructor Certification: preferred at date of hire or obtained no later than 6 months after hire.

NCIC Certification: required within 30 days of hire.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit, use hands to fingers, handle or feel; reach with hands and arms; talk or hear, and taste or smell. The employee frequently is required to stand for extended periods up to 8 hours a day; walk; climb or balance; and stoop, kneel, crouch, or crawl. The employee must regularly lift and/or move up to 10 pounds, occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally exposed to wet and/or humid conditions, outside weather conditions, and risk of electrical shock. The noise level in the work environment is usually moderate.

1-07 RULES AND REGULATIONS**A.53 SAFETY SENSITIVE EMPLOYEES**

(Pursuant to Oklahoma law, Title 63 O.S. section 427.8, Oklahoma Marijuana and Patient Protection Act, enacted 08/30/2019)

"Safety-Sensitive" employment positions: The Tulsa County Sheriff has designated Deputies, Detention Officers, and Telecommunications Dispatchers as safety sensitive employment positions. Safety-sensitive means any job that includes tasks or duties that could affect the safety and health of the employee performing the task and/or the health and safety of others. The Tulsa County Sheriff retains the authority to evaluate and classify employment positions as safety-sensitive positions based upon assigned tasks and duties.

The Tulsa County sheriff may refuse to hire an applicant applying for a safety-sensitive position who tests positive for marijuana components or metabolites. The Tulsa County Sheriff may discipline, discharge, or otherwise penalize a safety-sensitive employee who tests positive for marijuana components or metabolites.