

**CITY OF SOCORRO DISPATCH CENTER
JOB DESCRIPTION
DISPATCH DIRECTOR**

CLASSIFICATION: DISPATCH DIRECTOR/E911

PAY RANGE: 56-65

REPORTS TO: CITY ADMINISTRATOR

Job summary: Under the general supervision of the City of Socorro Mayor and City Administrator. The Dispatch Director is a certified dispatcher with assigned supervisory and administrative duties. The Dispatch Director will be responsible for the day-to-day operations of the Socorro Dispatch Center's personnel along with its related activities. He/She may be required to answer regular and emergency E911 phone calls and operate two-way radios to answer questions, dispatch appropriate law enforcement officers, firemen and/or EMT's. He/She will also be responsible for actively seeking and obtaining appropriate grant funding through local, state and federal authorities. He/She will be responsible for the proper maintenance and up keep of existing grants the Socorro Dispatch Center has obtained and the required documentation thereof.

Essential Functions: This list of tasks is ILLUSTRATIVE ONLY and is not intended to be a comprehensive listing of tasks performed by all positions in this classification. These functions may include the following;

- Supervise, assign, review and participate in the work of dispatchers who receive and process emergency and non-emergency calls; monitor phone and radio traffic to ensure procedural compliance; review case information entered into the computer system; conduct quality assurance feedback and coaching sessions with assigned employees at regular intervals.
- Communicate with the public, subordinates, peers and supervisors; interpret, explain and answer operational and procedural questions, handle complaints from citizens, employees and external customers (patrol); complete notifications to appropriate agency or person (public information officer, command staff, etc).
- Operate and monitor sophisticated communications systems: Computer Aided Dispatch and Radio System, National Crime Information Center (NCIC); initially troubleshoot issues and report appropriate failure to the correct person(s).
- Assess employees' compliance with procedure, assist in development of employee skills and abilities by providing constructive criticism, recognition and corrective action when necessary; conduct quality assurance feedback and coaching sessions with assigned employees at regular intervals; provide both verbal and written feedback involving the discipline process. Initiates commendations where appropriate.

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- Review statistical data which outlines center and employee performance; adjust schedules (breaks/lunch) as necessary to achieve performance goals
- Instruct new and existing employees in the classroom and/or briefing on policy and procedure.
- Prepare and complete analytical and statistical reports and memos as required. Prepare copies of recordings as directed.
- Appear in court as subpoenaed
- Remain current on job specific procedures through attending training courses in order to apply appropriate methodologies.

Tasks: Dispatch Director is responsible for the good order, conduct and discipline of his/her subordinates.

Director is responsible for their compliance with departmental, City-wide, policies and procedures, rules and regulations. Shall make an impartial written report to the City of Socorro Mayor and City Administrator of every case of misconduct, incompetency, neglect of duty or violations of departmental orders or regulations on the part of subordinates. Shall exercise his/her authority without bias or prejudice, shall make all orders clear and understandable in a civil tone and issued in pursuit of departmental business.

Schedule personnel to best utilize existing manpower, providing for a fair and equitable work schedule free of any bias or preferential treatment.

Ensures that all 911 personnel have received their maintenance and advanced training as required by the New Mexico Law Enforcement Academy.

Ensure city purchasing regulations and requirements are adhered to, and maintain compliance records of all purchases. Seek and obtain purchasing information for various audio, video, and consumable items and equipment.

Shall have an understanding of the day-to-day operations of a police department and be familiar with the Socorro Police Policy Manual.

Shall be responsible for the maintenance and up keep of records relating but not limited to NCIC, NMCIC, NMLETs CJIS Security Policy and SCJUS.

Operates computer systems dealing with telephone, radio and the National Crime Information Center(NCIC). Must be able to pass NCIC competency test given by the State of NM

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May be called upon to answer phone calls on regular phone lines to answer questions requiring general information about the Socorro Dispatch Center. May be required to operate tow-way radios to provide information to requesting law enforcement officers and agencies and to inform officers of the nature and locations of calls for assistance and criminal/civil incidents.

May be required to answer emergency E-911 phone calls, evaluating the call to determine the response needed, dispatching appropriate law enforcement/ fire/ ambulance rescue and recording information required to document time and nature of the call and the time and nature of the action taken.

Will be required to gather, collate and compile information concerning various activities conducted by the Socorro Police Department and produce the requested reports, graphs, tables and other information. Will be required to actively pursue, seek and obtain all appropriate available grants. Will be responsible for preparing and submitting the appropriate grants, status maintenance, quarterly, monthly and other required reports or submissions. Including but not limited to exiting Homeland, Traffic safety, Operation Buckle Down, Law Enforcement Block Grants and the Law Enforcement Protection Fund Grants. Will be responsible for the proper expenditure of all grants assigned to the department and the required documentation thereof.

May be required to assist in the procurement process of various capital outlay expenditures for the Police Department other than those purchases made through grant monies.

Will be required to assist in other administrative duties as assigned by the City of Socorro City Administrator, including but not limited to payroll, financial, personnel and other organizational functions.

KNOWLEDGE AND SKILLS: Required knowledge is an important aspect of any dispatch supervisor's job description. Dispatch supervisors must generally have knowledge in:

- **Safety and Security:** Director/Supervisors must have knowledge of rules, regulations, and procedures, including safety procedures, such as CPR and first aid. Policies and procedures refer to departmental policies and procedures related to emergency communications and disaster and special response plans.
- **Customer Service:** Director/Supervisors must have knowledge of providing excellent customer service.
- **Telecommunications:** Director/Supervisors must have knowledge of telecommunications systems, which may include transmission, broadcasting, and switching systems, and

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coordinator) certification. Must be able to complete the State of New Mexico's CTO (certified training officer) course.

Must possess or acquire a NENA (National Emergency Number Association) ENP(emergency number professional) certification. As well as a NENA CMCP (center manager certification program) certification.

The City of Socorro is a member of the Association of Counties 911 affiliate. The director will be required to attend and participate in these meetings at the state level. Formal dress will be a requirement at these meetings.


The Director of dispatch is still a certified dispatcher and as such will be required to continue to do 20 hours of additional classroom training on an annual basis. After completion of two cycles of training (2 years) the director will receive a 5% increase in pay. As a certified dispatcher, the Director will be expected to cover shifts on an as-needed-basis, to help resolve scheduling conflicts and to ensure the center is properly staffed at all times.

Date approved September 19, 2022



Ravi Bhasker, Mayor

Attest:



Leopoldo Pineda, City Clerk