

**WASHINGTON COUNTY**  
Job Description

**JOB TITLE: Dispatch Manager**

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Exempt (Y/N): Yes

DEPARTMENT: Sheriff's Office

DATE REVISED: October 2012

SUPERVISOR: Enforcement Major

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**SUMMARY:**

This position manages a three shift, 7 day a week, 24 hour a day emergency response communications center. Responsibilities include supervising, training and scheduling for the Lead Dispatcher and line Dispatchers to ensure the center runs smoothly and officer safety is of the highest priority. Maintains communications equipment, including radios and computer consoles to ensure all calls for service are responded to by the appropriate personnel in a safe, prompt, efficient manner. Work is performed under the general direction of the Enforcement Major, Chief Deputy and Sheriff.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

1. Responsible for overall operations of the communications center making sure it is running in an efficient manner. Includes, ensuring all calls for service are promptly and efficiently handled by communications personnel and are transmitted or transferred to the appropriate personnel according to current policies and procedures. Manage all communications personnel.
2. Supervise personnel who handle life and death situations on a daily basis and situations that could incur great liability if not handled properly.
3. Supervise personnel responsible for ensuring the Computer Mapping System is current and remains up to date. This ensures emergency services personnel will be able to find locations and arrive on the scenes in a timely manner.
4. Supervise personnel responsible for Arkansas Crime Information Center/National Crime Information Center entry and deletion of warrants, orders of protection, missing persons, runaway juveniles, stolen and impounded vehicles, and articles for Washington County Sheriff's Office and Small Town Police Departments. These personnel must make entries and deletions according to State and Federal law.
5. Supervise personnel responsible for the Computer Aided Dispatch system database maintenance. These personnel must continually update data to ensure the system is used to its full potential.
6. Maintain statistics on all 911 calls, officer calls for service, ACIC statistics, jury lists and prosecutor lists. This assist's Sheriff's Office departments with scheduling and budgeting.

7. Assist with preparing monthly reports of shift activity and statistical records for the Quorum Court, Sheriff, small town police agencies and supervisory personnel.
8. Supervise personnel handling problems and complaints involving the communications center.
9. Plan and organize the day to day operations of the communications center to include preparation of yearly budget, purchasing, payroll, scheduling, compiling statistics, responsible for maintenance for the computer aided dispatch system and routing maintenance of all Sheriff's Office communication equipment which includes equipment at the Sheriff's Office, as well as remote tower sites.
10. Ensure all Federal Communications Commission radio licenses for the Sheriff's Office are renewed in a timely manner through the Department of Emergency Management. Ensure the radio system is operational at all times and is responsible for all equipment in the communications center.
11. Arrange for associated training needs of dispatch personnel, including developing and updating the communications training program. . Maintain records of all training that has been received and ensure re-certification deadlines are met.
12. Function as ACIC "Site Representative" and attend related meetings. Ensure all dispatchers conduct operations and disseminate information within the guidelines of ACIC rules and regulations and Arkansas State Law. Oversee the validation of all records entered into ACIC/NCIC in a timely manner and responsible for all audits of all ACIC records entered by this agency.
13. This position is the primary Public Safety Answering Point (PSAP) Manager, and is the single 911-point of contact, which carries with it all the associated responsibilities. The PSAP Manager works closely with the 911 Director to provide all the necessary training, information, supplies, etc. and to ensure all 911 calls are handled in accordance with the Washington County 911 Rules and Regulations.
14. Function as the liaison between the Washington County Sheriff's Office and Washington County Department of Emergency Management, as well as other dispatch agencies.
15. Ensure quality control and quality improvement is maintained for all calls for service received by the dispatchers.
16. Develop and update the communications policy manual and make recommendations to the Sheriff for policy changes or reviews.
17. Disseminate information to the news media in accordance with 911 regulations and Freedom of Information Act.

18. Serve as project manager on assigned special projects for the Sheriff's Office, which includes the ability to write formal bids, request for proposals, and negotiate contracts.
19. Perform supervisory responsibilities, which may include interviewing potential employees, hiring, and training employees; planning assigning, and directing work; performing job evaluations, and rewarding and disciplining employees. Carry out supervisory responsibilities in accordance with County's policies and applicable laws.
20. Responsible for overseeing the recording system for the Sheriff's Office, and ensuring it is operational at all times, recording all radio traffic channels, 911 telephone lines and administration telephone lines.

**SUPERVISORY RESPONSIBILITIES:**

Supervises the Communications Department. Carries out supervisory responsibilities in accordance with the county's policies and applicable laws. Responsibilities include training employees; planning, assigning, and directing work; addressing complaints and resolving problems.

**QUALIFICATION REQUIREMENTS:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The individual in this position must not have a felony conviction.

**EDUCATION and/or EXPERIENCE:**

Four years of college or equivalent supervisory experience in the communications or law enforcement administration field or posse's significant experience and considerable knowledge of the principles, practices, procedures, techniques and equipment associated with emergency response operations.

**OTHER SKILLS and ABILITIES:**

Ability to think and act quickly and appropriately in emergencies and highly stressful situations. Ability to elicit important information from callers who may be upset or highly emotional and to decide the most appropriate emergency response for the situation. Ability to work effectively with all regulatory agencies (FCC, ACIC/NCIC, Washington County DEMS, etc.) and with the general public in a courteous, efficient manner. Monitor radio traffic from multiple departments and several frequencies, including 9 small town police departments, Arkansas State Police, VA Police Department, Prairie Gove Battlefield Park, Devil's Den State Park, special law enforcement task forces, Arkansas Wireless Information Network (Arkansas Department of Emergency Management) Washington County, Department of Emergency Management, Arkansas Game and Fish, Arkansas Highway Police, rural fire departments in emergency situations, as well as Washington County Sheriff's Deputies. Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret a variety of county, state, and federal laws making

decisions and taking action quickly. Must be able to react quickly and efficiently in all emergencies, natural or man-caused disasters.

**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 stand; walk; sit; drive vehicle; use hands to finger, handle, or feel objects, or controls; reach with hands and arms; talk or hear; and taste or smell. The employee is occasionally required to climb or balance; and stoop, kneel, crouch, or crawl.

The employee must occasionally lift and/or move more than 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.

The employee is occasionally exposed to fumes or airborne particles, toxic or caustic chemicals, risk of electrical shock, risk of radiation, and vibration.

The noise level in the work environment is usually moderate to loud.