

CLASS SPECIFICATION

SAN DIEGO CITY CIVIL SERVICE COMMISSION

POLICE DISPATCH ADMINISTRATOR - 1195

DEFINITION:

Under general supervision, to supervise the operations of a Police Dispatch Center; to perform human resources and operational planning duties; to manage the more complex calls involving other law enforcement agencies; and to perform related work.

*** EXAMPLES OF DUTIES:**

- Plans, assigns, and reviews the work of Police Dispatch Supervisors;
- Confers with management and other department officials in operational planning and the solution of personnel, administrative, fiscal, and organizational problems;
- Analyzes and forecasts trends in calls for service;
- Coordinates efforts with, and acts as a liaison to, other law enforcement and emergency service agencies;
- Manages critical incidents;
- Investigates and resolves complaints regarding subordinate performance and service levels;
- Determines staffing, equipment, and workspace needs;
- Prepares output measures and management reports;
- Oversees the selection, operation, and maintenance of dispatch-related equipment;
- Reviews and develops policy and procedures for the dispatch center;
- Coordinates the hiring process for interviewing, selecting, and training new employees.

MINIMUM QUALIFICATIONS:

Please note: the minimum qualifications stated below are a guide for determining the education, training, experience, special skills, and/or license which may be required for employment in the class. These are re-evaluated each time the position is opened for recruitment. Please refer to the most recent Job Description for updated minimum qualifications: <https://www.governmentjobs.com/careers/sandiego/classspecs>.

Three years of full-time supervisory experience in a Police or Fire “911” Dispatch Communication Center, **AND** successful completion of Police Phone Dispatcher Phase Training and Police Radio Dispatcher Phase Training; **OR** two years full-time supervisory experience in a Police or Fire “911” Dispatch Communication Center, **AND** successful completion of Police Phone Dispatcher Phase Training and Police Radio Dispatcher Phase Training.

- * **EXAMPLES OF DUTIES** performed by employees in this class. The list may not include all required duties, nor are all listed tasks necessarily performed by everyone in this class.