

City of Socorro Job Description

Job Title: Communications Dispatch Supervisor	Department: Police
FLSA Status: Full Time - Non-Exempt	Salary: \$23.37 - \$31.36
Approved: 12/12/24	Last Revised: 9/1/2022

Position Summary:

Under general supervision, the Communications Dispatch Supervisor is responsible for overseeing daily operations within the Police Department's Communications Center. This position ensures effective coordination and supervision of communications staff, providing direction, support, and training. The role involves managing schedules, monitoring performance, and maintaining adherence to policies and procedures to ensure high-quality service delivery to the public and first responders. The supervisor will also serve as a dispatcher when required, handling emergency and non-emergency calls, dispatching appropriate units, and supporting field personnel to promote public safety.

Duties, Functions, and Responsibilities:

- **Manage Dispatch Operations and Ensure Service Excellence:**
 - Set and monitor dispatch section goals to meet performance targets.
 - Oversee communication systems, radio frequencies, and dispatch software to ensure proper functionality and data input.
 - Use switchboards, two-way radios, or other systems to communicate effectively.
 - Maintain and monitor phones, computers, control panels, and security systems, addressing mechanical issues promptly.
 - Coordinate emergency responses with City officials and the public.
 - Ensure dispatchers perform duties such as answering calls, responding to inquiries, explaining policies, dispatching calls, and coordinating field operations.
- **Maintain Records and Reports:**
 - Ensure accurate data entry and maintain filing systems.
 - Track staffing, complaints, investigations, and route activities.
 - Prepare and evaluate activity reports to monitor operations and identify areas for improvement.
 - Report TCOLE training hours and maintain required personnel files in compliance with TCOLE standards.
- **Supervise Dispatch Personnel:**
 - Create work schedules, assign tasks, and monitor performance.
 - Conduct performance evaluations and provide constructive feedback.
 - Enforce personnel policies, work standards, and behavior expectations.
 - Support training, professional development, and team motivation.
 - Manage personnel matters, including counseling, discipline, and conflict resolution.
 - Participate in interviews and recommend hiring, terminations, and other personnel actions.
- **Ensure Legal and Procedural Compliance:**
 - Maintain knowledge of FCC regulations, dispatch procedures, and telecommunications laws.
 - Make sound decisions and follow protocols during emergencies and high-pressure situations.
 - Ensure compliance with dispatch procedures, including managing radio conversations and coordinating vehicle responses.
- **Operate and Monitor Equipment Efficiently:**
 - Operate communications equipment, computers, and dispatch systems proficiently.
 - Simultaneously monitor multiple computer screens while performing dispatch tasks.
 - Maintain proficiency in CAD systems, dispatch software, and case management tools.
 - Type at least 35 words per minute.
- **Foster Collaborative Relationships:**
 - Establish and maintain effective relationships with personnel, other law enforcement agencies, and the public.
 - Communicate clearly and professionally, both orally and in writing.

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- Attendance and Additional Duties:
 - Regular worksite attendance is an essential function.
 - Responsible for any other duties and assignments issued by the City of Socorro.

Communication Dispatcher Supervisor

\$23.37 – \$31.36

Minimum Qualifications

- A candidate Must possess at least three (5) years of experience as a licensed telecommunicator.
 - A bachelor's degree from an accredited college or university may substitute for one (1) year of the required experience.
 - A master's degree from an accredited college or university may substitute for one (2) year of the required licensed peace officer
- Must possess a valid Texas Telecommunicator License with an Advanced Proficiency Certificate
- Three (3) years supervisory experience
- Must not have received a below-standard performance review within the past year.
- Must not be subject to any active Internal Affairs investigation.
- Must not have been suspended for more than two (2) days within the previous twelve (12) months.
- Possess a valid Texas class "C" Driver's License.

Equipment:

- Operates standard office equipment, including computers, printers, scanners, and multi-line telephones.
- Utilizes radio communication systems with multiple channels to transmit and receive public safety information.
- Works with specialized law enforcement software and recording devices for data entry, call logging, and communication tracking.

Physical Requirements:

- Must be able to lift a minimum of 35 pounds.
- Must be able to sit for extended periods.
- Must have the hearing ability required to answer and dispatch radio calls effectively.

Conditions of Employment:

- Pass Pre-Employment Drug Screening.
- Pass Comprehensive Background Check.
- Complete a medical screening.
- Undergo a psychological evaluation.
- Work flexible hours and overtime as required, including weekends, holidays, and emergencies.
- Must comply with departmental policies, procedures, and code of conduct at all times.
- Subject to on-call status as needed.
- Must maintain physical and mental readiness to perform the duties of a certified telecommunicator, including participation in mandatory training and fitness requirements.
- May be required to work in hazardous conditions or respond to high-stress situations.
- Must meet all legal, ethical, and professional standards for telecommunications.
- Required to wear the prescribed uniform and accessories for regular duties or special assignments.
- Bilingual Skills: English & Spanish preferred

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Pay Scales:

Level	FY24	FY25	FY26	FY27	FY28
	Hourly	Hourly	Hourly	Hourly	Hourly
L1	\$23.37	\$23.37	\$23.37	\$23.37	\$23.37
L2	\$24.54	\$23.95	\$23.95	\$23.95	\$23.95
L3	\$25.77	\$25.15	\$24.55	\$24.55	\$24.55
L4	\$27.05	\$26.41	\$25.78	\$25.17	\$25.17
L5	\$28.41	\$27.73	\$27.07	\$26.43	\$25.80
L6		\$29.12	\$28.42	\$27.75	\$27.09
L7			\$29.84	\$29.13	\$28.44
L8				\$30.59	\$29.86
L9					\$31.36
Upon reaching maximum salary, only COLA increases will be given					



Mayor

12-12-24

Date



City Manager

12/13/24

Date



Human Resources Director

12.13.24

Date

Employee

Date