

<p style="text-align: center;">Town of Derry, New Hampshire Position Description</p>
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Position Title: **Dispatch Supervisor**

Department: Fire

Reports To: Fire Chief/Assistant Fire Chief

Date: January 2018

GENERAL SUMMARY:

Under general supervision of Fire Chief/Assistant Fire Chief; responsible for personnel, program development, and leadership within the Fire Department Communications Center.

ESSENTIAL JOB FUNCTIONS*:

- Supervises personnel assigned to the Communications Center.
- Assures that Communications Personnel maintain operational readiness consistent with established Best Practices and Quality Assurance standards.
- Assists with planning and organizing within the Communications Center; including providing assistance with the development of budgets, programs, work projects, and standard operating procedures.
- Plans and coordinates the Fire Department's CAD software.
- Maintains the integrity of the dispatch database to include adding, deleting, and editing data at the request of the Fire Chief or his designee.
- Provides data to the Fire Chief/Assistant Fire Chief in the form of reports, graphs, and/or maps related to the Red Alert CAD program, GIS mapping interface, and Crystal Reports.
- Assists with providing general maintenance of Communications Center.
- Performs the following dispatcher duties:
 - Receives emergency requests for fire suppression, emergency medical assistance, and other emergency services; dispatches appropriate personnel and equipment.
 - Determines nature of required assistance, location and other pertinent information; differentiates between routine, priority, and emergency requirements; transmits pertinent information regarding service requirements; maintains constant radio contact with personnel responding to emergency situations; assigns backup assistance as required.
 - Conducts regular tests of emergency communications equipment for Town and neighboring communities.
 - Maintains computer databases, and equipment in and out of service, road closures, traffic conditions, and other pertinent information.
 - Coordinates and processes National Fire Incident Reporting System (NFIRS) reports.

- Runs quality control checks on all equipment to ensure safe and reliable operations; provides related status reports.

OTHER DUTIES AND RESPONSIBILITIES:

Performs other related duties as required.

SKILLS/EXPERIENCE/TRAINING REQUIRED:

- Duties require knowledge of Communications equipment, basic computer systems, as well as municipal alarm and radio systems.
- Five years uninterrupted service with the Derry Fire Department as a Dispatcher.
- Knowledge of the principals involved in the operation of radio, telephone, computer, and related communications equipment.
- Knowledge of the Town's geographic areas.
- Ability to prepare clear and concise written reports.
- Ability to perform effectively in emergency situations.
- Ability to detect the scope and magnitude of an emergency and to think and act quickly, calmly, and accurately.
- Ability to speak concisely and distinctly.
- Ability to establish and maintain effective working relationships with others.
- Ability to lead subordinates work in a fashion which motivates optimal performance.

SUPERVISORY RESPONSIBILITY:

Directly supervises Fire Dispatchers. Carries out supervisory responsibilities in accordance with Town policies and applicable laws. Responsibilities include selecting and training employees; assistance with Communications Center planning; personnel scheduling, assigning, and directing work; appraising performance; counseling employees; addressing complaints and resolving problems.

WORKING CONDITIONS/PHYSICAL DEMANDS:

- While performing the duties of this job - the employee is frequently required to sit; talk and hear; use fingers, hands and arms to handle, reach and/or operate basic office equipment, objects, tools or controls. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 40 pounds. Specific vision abilities required by this job include close vision, color vision, peripheral vision, depth perception and the ability to adjust focus.
- Must be able to hear information provided by persons on telephone or customer service window; must be able to differentiate separate conversations in active, distracting environments; must be able to hear and understand radio traffic from units responding to or from emergency scenes.

- Must be able to speak and enunciate clearly and at a level audible to others, must be able to speak clearly in stressful situations, must be able to verbally communicate with callers, window customers, and other personnel.
- Predominately normal office environment; may spend periods in non-office environments including emergency scenes.
- Periods of standing and walking.
- Extended periods at communications terminal, on telephone, or operating other office machines requiring eye-hand coordination and finger dexterity.
- Console/communications desk environment, subject to continuous telephone and radio calls and interruptions and high noise level.
- Will deal with urgent, emergency calls; emotional callers, and short response deadlines which may produce recurring intervals of high stress.

JOB RESPONSIBILITIES RELATED TO PATIENT PRIVACY:

The incumbent is expected to protect the privacy of all patient information in accordance with the Department's privacy policies, procedures, and practices, as required by federal [and state] law, and in accordance with general principles of professionalism as a health care provider. Failure to comply with the Department's policies and procedures on patient privacy may result in disciplinary action up to and including termination of employment with the Derry Fire Department.

The incumbent may access protected health information and other patient information only to the extent that is necessary to complete job duties. The incumbent may only share such information with those who have a need to know specific patient information you have in your possession to complete their job responsibilities related to treatment, payment or other department operations.

The incumbent is encouraged and expected to report, without the threat of retaliation, any concerns regarding the Department's policies and procedures on patient privacy and any observed practices in violation of that policy to the designated Privacy Officer.

The incumbent is expected to actively participate in Department privacy training and is required to communicate privacy policy information to coworkers, students, patients and others in accordance with Department policy.

DISCLAIMER:

The information provided in this description has been designed to indicate the general nature and level of work performed by incumbents within this job. It is not designed to be interpreted as a comprehensive inventory of all duties, responsibilities, qualifications and working conditions required of employees, assigned to this job. Management has sole discretion to add or modify duties of the job and to designate other functions as essential at any time. This job description is not an employment agreement or contract.

***External and internal applicants, as well as position incumbents who become disabled as defined under the Americans With Disabilities Act, must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case by case basis.**