

Job Performance Planning and Evaluation Program

JOB PERFORMANCE CATALOG  
For

**COMMUNICATIONS DISPATCHER SUPERVISOR**  
**COMMUNICATIONS DISPATCHER 2**  
and

**COMMUNICATIONS DISPATCHER 1** flexing  
to Communications Dispatcher 2 positions

To be used for developing Job Performance Plans  
effective March 1, 2010

## COMMUNICATIONS DISPATCHER 2

### COMMUNICATIONS DISPATCHER SUPERVISOR

#### Major Job Responsibilities

- 2501. Operating State Radio
- 2502. Dealing with the Public
- 2503. Demonstrating Concern for Departmental Needs
- 2504. Communications Skills, Oral and Written
- 2505. Personal Development
- 2506. Supervisory Duties

2501. Operating State Radio

- 2501A. Always abides by F.C.C. Rules and Regulations as well as General Orders and departmental directives.
- 2501B. Always places Radio Traffic as first priority over other job duties.
- 2501C. Always answers the radio calls on a "first come first serve" basis, except under emergency situations.
- 2501D. Is always prompt and accurate in giving out requested information.
- 2501E. Answers units from other agencies in the same courteous manner as when answering Highway Patrol units.
- 2501F. Handles all transmissions in a concise, business-like manner, using appropriate language and codes.
- 2501G. Always maintains proper voice control and pace of speech, so that further clarification is not needed.
- 2501H. Always comprehends nature of radio calls and effectively follows up with prompt and appropriate action.

2502. Dealing with the Public

- 2502A. Always treats the public in a courteous and respectable manner, projecting an image of professionalism whether on the phone or in person.
- 2502B. Always effectively assists the public in gaining information to which they are entitled, making sure they are given correct information and/or proper referrals.
- 2502C. Always stays within departmental guidelines when interacting with the public, news media, and other outside agencies.

2503. Demonstrating Concern for Departmental Needs

- 2503A. Consistently uses discretion in the use of leave, and never abuses annual, comp, or sick time.
- 2503B. Always reports for work when scheduled, or slightly early, in order to become familiar with current activities and to relieve fellow employees on time.
- 2503C. Effectively adjusts personal schedule to meet needs of the department.

- 2503D. Always willingly accepts shift changes and effectively follows through.
  - 2503E. Consistently accepts changes in departmental policies and procedures even if contrary to personal opinion.
  - 2503F. Always effectively carries out additional duties and responsibilities when requested to do so.
  - 2503G. Demonstrates dependability by responding and effectively assisting co-workers during emergency situations.
  - 2503H. Always effectively completes assignments with little or no supervision.
  - 2503I. Always adheres to written or oral departmental orders and keeps distributed copies available for reference.
  - 2503J. Always reports to supervisor at the earliest possible moment when he/she will be late for work or unable to appear for duty, whether for illness or otherwise.
  - 2503K. Promptly informs supervisor and/or technician of serious equipment malfunctions.
  - 2503L. Handles complaints and/or grievances in a prompt and precise manner with full documentation.
2504. Communications Skills. Oral and Written
- 2504A. Prepares all reports including handwritten, and typewritten documents which are always factual, clear, concise, and never require further clarification.
  - 2504B. Maintains a clear and concise log of events.
  - 2504C. Consistently keeps other departments and oncoming shifts informed on important matters related to the operation of the department.
  - 2504D. Always speaks clearly and concisely in words which are easily understood by all, so that further clarification is not needed.
  - 2504E. Responds appropriately to oral and written communications, and if needed, seeks further clarification before acting.

2504F. Always stays within departmental guidelines when communicating with other law enforcement agencies, wrecker services, and associated businesses and agencies.

2505. Personal Development

2505A. Readily accepts constructive criticism and takes steps to make suggested improvements.

2505B. Continuously seeks and takes advantage of extra training offered by the department and outside agencies. Applies knowledge gained toward effective job performance.

2505C. Always meets dress requirements according to district policy.

2506. Supervisory Duties

2506A. Stays current on department policy and procedures, especially those affecting his/her section.

2506B. Always fully explains changes in or additions to policy and procedures to personnel, so that further clarification is not needed.

2506C. Effectively monitors for faulty equipment, and promptly reports any problems to proper authority.

2506D. Counsels employees, and when necessary, reprimands in a constructive, fair, firm, and consistent manner.

2506E. Effectively and fairly schedules work for staff, giving equal consideration to all employees.

2506F. Effectively monitors supply needs, insuring that all appropriate materials are on hand.