NATURE OF WORK

- This classification coordinates police dispatch activities, and supervises Police Services Dispatchers.
- Tasks are diverse, requiring general knowledge of a variety of areas, such as budgeting, supervision, security methods, and building maintenance.

TYPICAL CLASS RESPONSIBILITIES: (These responsibilities are a representative sample of essential class duties; position assignments may vary.)

1. Supervises staff to include: prioritizing and assigning work; conducting performance evaluations; ensuring staff are trained; ensuring that employees follow policies and procedures; maintaining a healthy and safe working environment; and, making hiring, termination, and disciplinary recommendations.
2. Prepares and maintains police reports for in-house use and public release.
3. Monitors and reviews quality of computer database entries.
4. Prepares and maintains a variety of records related to day-to-day activities for assigned shift.
5. Monitors and maintains police radios and main radio consoles.
6. Maintains, inventories, and orders office supplies for clerical, dispatch, and patrol divisions.
7. Maintains, updates, and orders forms, permits, citations, and/or other related items.
8. Maintains applicable computer system and equipment, including ensuring applicable updates are implemented.
9. Performs other duties of a similar nature or level.

LEVEL OF DECISIONS

Makes decisions regarding how the operations of a process are carried out by selecting among established techniques and practices. Incumbents have a choice as to how and when the operations are carried out, but not as to what operations constitute the process.

Incumbents develop and implement dispatch methods and procedures, and prioritize daily tasks for self and assigned staff.
DIRECTION RECEIVED
• Incumbents work under defined goals and objectives, with minimal supervision.

DIRECTION PROVIDED
• Supervises one or more assigned staff by evaluating performance, assigning tasks, and recommending hiring, termination, and disciplinary actions.

TYPICAL CAREER-LEVEL SPECIFIC RESPONSIBILITIES MAY INCLUDE:

Incumbents assigned to this classification may be responsible for:
In addition to the Police Services Dispatcher classification:
• Assigning tasks and monitoring performance of assigned staff.
• Establishing internal procedures.
• Prioritizing projects and tasks.
• Scheduling employees.
• Resolving issues.
• Coordinating activities with other departments.
• Analyzing data and writing reports.
• Monitoring dispatch related information technology hardware and software.

TRAINING AND EXPERIENCE
Incumbents in this class typically require an equivalent combination of education and experience sufficient to successfully perform the responsibilities of the job, such as those listed below.

• 60 credits or more of higher education in a related field; or equivalent work experience and training AND sufficient experience, including four years experience in a dispatch role, and two years supervisory responsibility.

The Education, Training, and Work Experience listed above are intended to serve as a general guideline for recruiting purposes. Additional qualifying experience may substitute for the education required of the assigned position.

LICENSING REQUIREMENTS
Incumbents in this class may require appropriate licensure in the areas below if the incumbent performs duties requiring such licensure:
• MCJA certification for dispatchers
UNIVERSITY OF MAINE SYSTEM CLASSIFICATION SPECIFICATIONS
POLICE SERVICES SUPERVISOR

KNOWLEDGE REQUIREMENTS

Classification knowledge requirements:
- Customer service principles;
- Supervisory principles;
- Regional geography, including street layout and geography of the University;
- Applicable radio and telecommunications equipment and systems;
- Departmental procedures, rules and regulations;
- Computers and related software applications;
- Recordkeeping principles;
- Modern office equipment and practices.

SKILL REQUIREMENTS

Classification skill requirements:
- Providing exemplary customer service;
- Prioritizing and assigning work;
- Monitoring and evaluating employees;
- Remaining calm in stressful situations;
- Analyzing situations quickly and objectively;
- Operating multi-line phone systems;
- Using a computer and related software applications;
- Reading maps;
- Maintaining records and logs;
- Communication, interpersonal skills as applied to interaction with coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to receive work direction.

PHYSICAL REQUIREMENTS

Positions in this class typically require: balancing, stooping, crouching, reaching, standing, walking, lifting, fingerling, grasping, feeling, talking, hearing, seeing and repetitive motions.

Medium Work: Exerting up to 50 pounds of force occasionally, and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.

Incumbents may be subjected to fumes, odors, dusts, gases, poor ventilation, oils, bodily fluids, extreme temperatures, inadequate lighting, workspace restrictions, and intense noises.

CLASSIFICATION HISTORY

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The above classification specifications are intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department as determined by the University.