



Peace Officer Dispatcher Team Leader

DEFINITION

The role of the Community Standards Dispatcher Team Leader is to provide leadership and oversight to the dispatch and support services for Community Peace Officer operations. This supervisory role requires staff to take a proactive approach in identifying situations that create the opportunity for crime and dispatching the appropriate resources. This position frequently exercises judgment and quick decision making and is required to ensure appropriate action in support of Peace Officer, municipal enforcement officer and public safety.

The work of this leadership role must meet statutory and legislative regulations. As a supervisor this position must exercise sound judgment with an attention to detail utilizing both written and verbal communication with internal and external partners; as this role provides crisis management, regulatory compliance, interdepartmental coordination and operational oversight.

The Lead Dispatcher class is distinguished from the Dispatcher class in the following manner:

- Leads, guides, mentors, and evaluates the performance of Dispatchers in the operational area.
- Collaborates with operational area when new equipment, technologies, and standards are introduced which could lead to the development and delivery of new training programs;
- Develop, implement, and evaluate SOP's and policies to ensure officer safety is a priority and all complaints are actioned and deployed in an effective and efficient manner.
- Is an escalation avenue for dispatchers, external and internal agencies, as well as 311 agents to direct, consult, and coordinate Bylaw and Provincial enforcement services for the Branch.

TYPICAL DUTIES *

Coach, mentor and deliver feedback to ensure employees are aware of expectations.

Monitor employee development and ensure staff regularly meet performance standards.

Perform administration functions including hiring, vacation approval, attendance management and contribute and participate in performance management and documentation.

Implements and ensures compliance of operational procedures to maintain effective and efficient operation of the dispatch centre.

Contribute to creation, documentation, and facilitation of training. This includes planning, developing and delivering skills or knowledge training to closing individual performance gaps.

Maintain awareness of dispatch procedures, collaborate to ensure support of dispatch operations and standard policy / procedures are in line with all other emergency management operations.

Ensure dispatch alignment with other dispatch services operating within the COE environment. Specifically Corporate Security and Edmonton Transit (Transit Security Dispatch)

Maintain collaborative relationships with the Government of Alberta emergency management



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offices to ensure function of equipment (AFRRCS) and policy and procedures align with the Province.

Take inbound calls to ensure knowledge retention and assist with achieving service standards when necessary.

Provide direct support to ensure resource levels (minimum staffing requirements) are maintained.

Support cooperative relationships and communications with EPS, ETS dispatch, Corporate Security Dispatch and all other emergency response operations as required.

Directs the deployment of enforcement resources which includes peace officers and bylaw enforcement personnel while ensuring that coverage is consistent with operation practices and procedures.

Provides communication liaison services and inter-agency coordination which involves advising and gathering information from other emergency services, as required.

Maintains ongoing knowledge of Standard Operating Procedures, and provides ongoing input to modifying procedures, and assists with testing the procedures.

Maintains knowledge and skills in order to handle the ongoing operation, maintenance and troubleshooting of communication equipment in conjunction with information technology teams

Maintains status and information records of internal agencies including contacts; inventories of resources available for operations such as seasonal equipment boats, ATVs, etc. and keeps appropriate records updated as required.

Reviews recordings of incidents to identify individuals or activities of a suspicious or threatening nature

Dispatches Peace Officers to address potential situations and enlists the support of other resources as required

Responds to requests for assistance via emergency phones, alarms, panic buttons, or other communication systems and initiates appropriate response activity

KNOWLEDGE, ABILITIES AND SKILLS

Demonstrated ability to effectively supervise the daily ongoing activities of a large workforce, including performance monitoring, and attendance management.

Ability to effectively interpret and apply the concepts, principles and behaviors consistent with leading, motivating and encouraging staff;

Skilled in exercising good tact, sound judgement and firmness in dealing with difficult situations, coordinating emergency response and dealing with the public

Knowledge of applicable policies, bylaws, acts, legislation and basic principles of loss prevention and CCTV



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Must demonstrate knowledge of street and road systems within the City of Edmonton. Ability to work and interpret street maps.

Must demonstrate effective and clear English communication skills, both written and oral.

Strong computer skills including a working knowledge of Google Suite (Google Docs, Google Sheets, Gmail), etc.

Ability to operate telephone, radio, keyboard and computer systems. Aptitude and dexterity testing may be applied (minimum typing speed required is 40 words per minute).

Must have the ability to maintain effective working relations, in an enclosed environment under stressful conditions.

Must be able to exercise independence of action, in a quick and calm manner in emergency situations, based on acceptable operational guidelines.

Possess the ability to understand and use multiple systems and on occasion at the same time

Strong critical thinking skills and proven ability to make sound decisions.

Meets minimum hearing requirements and demonstrated comprehension abilities to decipher speech and written word.

Ability to sit for prolonged periods of time and to monitor for extensive periods of time

Ability to work varying shifts 7 days per week between the hours of 0630-2300hrs.

TRAINING AND EXPERIENCE REQUIREMENTS

Job Level

- Completion of Grade 12 or GED
- Completion of a recognized Certificate or Diploma related to Emergency Communications and Response, Law Enforcement, Security or Criminology is required.
- Minimum of five (5) years progressively responsible customer service and business experience, with at least 2 years of relevant experience in a dispatch environment

* *This is a class specification and not an individualized job description. A class specification represents and defines the general character, scope of duties and responsibilities of all positions within a specific job classification. It is not intended to describe nor does it necessarily list the essential job functions for a specific position in a classification. Positions may perform some of the duties listed above but this does not necessarily qualify for placement into this classification.*

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| Salary Plan | <u>21M</u> | <u>21A</u> | <u>21B</u> | <u>21C</u> |
| Job Code | 7076 | | 7078 | |
| Grade | 019 | | 021 | |
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