



OREGON HEALTH & SCIENCE UNIVERSITY POLICE



Position: Dispatch Manager
Salary Range: \$71,623.24 - \$107,435.64/yr.
Location: Marquam Hill Campus in Portland, Oregon

Position Summary:

Dispatch Managers at the Oregon Health & Science University; manage various functions of the Dispatch/Records unit which is a 24 hour 7 day a week operation.

The Dispatch Manager plans and organizes the operations of the Police Dispatch Unit and Records Section. These duties include supervising the work of dispatchers who take calls for law enforcement services, fire, medical, emergency maintenance assistance and customer service. Responsible for the operation of Law Enforcement Computer Aided Dispatch computer systems and other technology and computer databases utilized by the department. Develops policies and procedures to ensure compliance with University, local, state and federal laws related to police records. Manages and coordinates activities of dispatchers across all shifts. Works with other criminal justice agencies to coordinate regional data sharing.

Acts as Police Department Custodian of Records. Interprets public records law and determines disclosure and non-disclosure of highly sensitive documents. Directs, plans and monitors records collection, storage, preservation, retention, retrieval and management for the department ensuring that University, City, State and Federal requirements are met. Manages the retention schedule for case files and related documents.

Oversees the Records Management System. Researches and evaluates new technology for implementation in dispatch and records.

Ensures proper utilization and access of multiple law enforcement information systems including Portland Police Data System (PPDS), Law Enforcement Data System (LEDS), National Crime Information Bureau (NCIB), Computer Aided Dispatch, and other operations systems used by dispatch.

Incumbents play a key role in the effective management of emergency situations, either directly or indirectly, and must be able to think critically and respond quickly and appropriately under stressful conditions. They are responsible for managing day to day operations, promoting a cohesive and fully functioning, positive work environment, managing incoming call volume and coordinating service dispatch activities, and play a pivotal role in the outcome of complex and large scale incidents. They are also responsible for monitoring unit performance and for process improvement; preparing reports and other written materials concerning individual and group performance; ensuring conformance with department standard operating procedures, labor contracts and user agency agreements; interpreting federal, state and local laws applicable to areas of responsibility. They may also receive and process calls from complainants and take action to correct equipment malfunctions. Ensures quality, officer safety and customer service standards are met by reviewing audio recordings of radio traffic and incoming/outgoing phone calls.

This position is responsible for providing and maintaining dispatch coverage and setting dispatch hours/schedules and may serve as a dispatcher, if needed.

Represents the police dispatch and records in OHSU meetings and with other agencies and departments.

Qualifications:

Required:

- Must be able to obtain LEADS Certification within 60 days of employment
- Must be free of Criminal History with a current vehicle operations license and be able to pass a Criminal Justice background check
- Must have High School Diploma or equivalent
- CPR and First Aide certification required or the ability to obtain it within 90 days of hire
- Minimum of 2 years in Law Enforcement communications or equivalent
- Must have at least 2 years of verifiable experience in supervision or management
- Knowledge of theory, principles, practices, techniques and technology in the field of communications
- Knowledge of the principles and practices of effective supervision, especially direct critical situations and functions in a multi-task and fast paced environment, which requires a high degree of accountability
- Ability to present information clearly, communicate and coordinate effectively, both written and orally, logically and persuasively
- Ability to evaluate the need for and assess the implementation of equipment, devices, and software as technology changes
- Ability to organize, supervise, lead, develop skills, set priorities and exercise sound independent judgement within areas of responsibility
- Must have sound understanding of Oregon administrative rules regarding archiving and Uniform crime reporting requirements
- Must be able to exercise independent judgement and make quick sound decisions while supervising, and be able to follow and instruct staff of OHSU Administrative and Departmental Policies, Procedures and Guidelines
- Must be able to recognize critical security, safety and maintenance items and have the initiative to respond to them immediately
- Must be able to relay information in concise and accurate manner, have attention to detail, working in high stress situations while remaining calm
- Ability to give and follow direction
- Intermediate computer skills with Microsoft Office Suite and keyboarding

Preferred:

- Associates degree in Records Management or related field and five years of progressively responsible records management experience, including two years in police records
- At least five years of supervision experience in a dispatch/records environment
- Experience in an EOC (Emergency Operations Center) and with Incident Command
- Current LEADS certification and Oregon Emergency Telecommunicator certification

TO APPLY: visit <http://www.ohsu.edu/jobs> select Search for Jobs and choose "Public Safety" job category.

Oregon Health & Science University values a diverse and culturally competent workforce. We are proud of our commitment to being an equal opportunity, affirmative action organization that does not discriminate against applicants on the basis of any protected class status, including disability status and protected veteran status. Individuals with diverse backgrounds and those who promote diversity and a culture of inclusion are encouraged to apply. To request reasonable accommodation contact the Affirmative Action and Equal Opportunity Department at 503-494-5148 or aaeo@ohsu.edu.

Closing Date: 11/13/2017