

Police Dispatcher Supervisor - Certified - Manalapan Police Department – Non-Exempt Position

Salary Range:

\$77,076 to \$115,613

Location

FL 33462, FL

Job Type

Full-time Position

Department

Police Department

Division

Support

Opening Date

09/19/2025

Closing Date

12/31/2025 10:00 AM

Please submit your resume email to jrasor@manalapan.org and mmoschette@manalapan.org

Job Description

Veterans' Preference Applies

EEO Statement

The Town of Manalapan is an Equal Opportunity Employer. In compliance with United States Equal Employment Opportunity guidelines and the Americans with Disabilities Act, this organization provides reasonable accommodation to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

Non-Smoking

The Town of Manalapan is a **Non-Tobacco Workplace**. The Town will not consider applicants who have used tobacco or nicotine products for a period of at least three months prior to application for employment. The definition of "tobacco or nicotine products" includes but is not limited to, cigarettes, cigars, chewing tobacco, pipes, snuff, e-cigarettes and nicotine patches or gum.

The Police Dispatcher Supervisor is a non-sworn position within the Town of Manalapan Police Department. Under the guidance and direction of the Support Lieutenant and Chief of Police,

JOB SUMMARY:

Responsible for directing and coordinating a variety of complex operational and technical support services related to dispatch operations in the Town of Manalapan (Town) Police Department Communications Center. Work involves supervising all dispatchers in a variety of routine and complex assignments.

Position typically supervises employees and schedules day-to-day work activities to provide optimum efficiency and productivity. Position requires a general understanding of the assigned function or business area.

ESSENTIAL FUNCTIONS:

The work examples in this description are intended only as an illustration of the various types of duties that may be performed. The omission of specific duties does not exclude them from job performance requirements if work is similar or related to the job.

- Provides supervision and direction for subordinate personnel
- Prepares subordinate evaluations as required and in an unbiased manner
- Serves as the first level in the complaint process relative to Communications personnel
- Pursues progressive discipline and fully documents disciplinary incidents; provides positive and constructive counseling
- Records all leave paperwork promptly; becomes familiar with all General Order and personnel policies pertaining to granting leave, sick time, comp time, etc.; educates subordinates about all applicable rules, regulations, and policies
- Reviews all computer-aided dispatch entries for accuracy and proper entry procedures
- Acts as agency administrator for National RAP Back Program
- Initiates new and current employee training programs
- Ensure all subordinates possess current certifications as required
- Oversees and ensures that all subordinates can properly operate the:
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 - Communications Center fire extinguishers
 - E-911 system
 - Administrative telephone system
 - All computer systems (NCIS; FCIC; LYNX)
 - Domestic injunction files
 - Radio base system
 - Logger recorder and instant playback equipment
 - Emergency personnel pager system
 - License Plate Recognition (LPR) and Closed-Circuit Television (CCTV) systems
 - Law Enforcement Information Exchange (LInX)
 - Driver and Vehicle Information Database (DAVID)
 - Traffic and Criminal Software (TraCS)
 - Facial Recognition (FAC) system
 - RapidSOS
 - Code Red
- Coordinates all maintenance and repairs for communications center equipment and systems
- Maintains LPR camera system
- Oversees and maintains proper supplies inventory; informs the Chief of equipment and needs; researches equipment and provides feedback to the Chief
- Provides input for budget preparation
- Follows Town and public safety guidelines and protocols and performs job functions in a safe manner; reports all safety hazards per established policies and procedures

- Responds to inquiries, questions and comments from the public per established standards and protocols; responds to and resolves inquiries, issues and complaints
- Attends and participates in professional group meetings; stays current on new trends and best practices
- May be required to attend evening and/or weekend meetings and events based on organizational responsibilities and/or requirements
- Maintains on-call work availability, as assigned, to prepare for, respond to, or recover from a hurricane, tropical weather event, or other emergency
- Performs other related work as required

DISPATCH ESSENTIAL FUNCTIONS:

- Acts as Criminal Justice Information Services (CJIS) agency coordinator
- Conducts audits ensuring compliance with CJIS; ensures all employees adhere to audit policies and procedures
- Acts as Local Agency Security Officer (LASO); ensures all employees adhere to applicable policies and procedures
- Acts as central point of contact for the Florida Department of Law Enforcement (FDLE); ensures all employees adhere to applicable policies and procedures
- Oversees the operation of computer-aided dispatch (CAD) equipment and performs CAD functions
- Monitors the Town camera system and ensures that officers are updated and dispatched to service calls
- Receives 911 calls; determines location and nature of the call and dispatches appropriate personnel
- Receives and transmits messages by radio and maintains radio logs; monitors additional radio channels as needed
- Operates additional computer terminals and monitors for various federal, state and local networks

SUPERVISORY RESPONSIBILITIES:

- Reviews and evaluates work methods and procedures; meets with management staff to identify and resolve problems
- Assesses and monitors workload; identifies opportunities for improvement and implements changes
- Selects, motivates, and evaluates personnel; provides or coordinates staff training; works with employees to correct deficiencies; makes recommendations for findings and begins the Internal Affairs (IA) process

MINIMUM QUALIFICATIONS:

1. High school diploma or equivalent and five (5) years of dispatch experience, including two (2) years of previous supervisory responsibility;
2. **OR** technical certification or associate degree and three (3) years of increasingly responsible experience as listed above;
3. **OR** bachelor's degree and one (1) year of increasingly responsible experience as listed above;
4. **OR** a combination of experience, certification, education and training that demonstrates expertise in the related areas

CERTIFICATIONS, LICENSES OR SPECIAL QUALIFICATIONS:

- Must have and maintain a valid state of Florida driver license
- Must have Florida Department of Health 911 Public Safety certification or ability to obtain within six (6) months of hire date
- Must have CJIS Florida Crime Information Center (FCIC) and National Crime Information Center (NCIC) certification or ability to obtain within thirty (30) days of hire date
- Must pass the background check process for this position including the following:
 - Criminal Background Check
 - Reference Check
 - Motor Vehicles Report (MVR) Check
 - Credit Check
 - Neighborhood Check
 - Certification/License Verification
 - Fingerprinting
 - Polygraph
 - Employment Verification Psychological Examination
 - Drug and Alcohol Screen

PREFERRED QUALIFICATIONS:

- Dispatch experience in the state of Florida

KNOWLEDGE, SKILLS, AND ABILITIES:

- Knowledge of modern law enforcement principles, procedures, techniques and equipment
- Knowledge of applicable laws, ordinances, and department rules and regulations
- Knowledge of the methods and procedures of various operating systems
- Knowledge of the principles, practices, methodologies and techniques utilized to effectively manage and motivate a diverse workforce
- Skill in the use of Microsoft Office products (Word, Outlook and Excel) and applicable department and organization specific software; ability to learn and become proficient in the use of other specialized software as required
- Skill in adapting to a changing work environment and competing demands
- Skill in developing, managing and interpreting budgets, contracts and financial reports
- Ability to maintain regular attendance to ensure efficient and effective performance of job duties
- Ability to analyze situations quickly and objectively and to determine proper course of action to be taken
- Ability to cope with situations firmly, courteously and tactfully, and with respect for the rights of others
- Ability to learn the geography of the Town and its physical and social characteristics
- Ability to speak distinctly and operate telecommunication consoles
- Ability to handle difficult and stressful situations, diffuse potentially confrontational situations, and resolve disputes with professional composure
- Ability to deal with frequent changes, delays or unexpected events
- Ability to lead, motivate, influence and guide all levels of employees toward accomplishment of department mission and goals as a service-oriented team
- Ability to effectively present information and technical advice to top management and relevant individuals
- Ability to correctly interpret and efficiently implement all applicable policies and procedures
- Ability to use critical thinking skills to arrive at solutions and suggest improvements to processes

- Ability to analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations and action plans in support of goals
- Ability to clearly communicate and understand information in English, orally and in writing
- Ability to effectively, promptly, and accurately communicate during emergency situations or to avoid hazards
- Ability to follow Town and public safety guidelines and protocols and perform job functions in a safe manner
- Ability to establish and maintain effective working relationships with those interacted with during work

AMERICANS WITH DISABILITIES ACT (ADA) REQUIREMENTS:

- Depending on functional area of assignment, tasks involve the ability to exert light physical effort in sedentary to light work, which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (up to 20 pounds). Tasks may involve extended periods of time at a keyboard or workstation and extended periods of time standing and/or walking.
- Tasks are regularly performed inside without potential for exposure to adverse conditions, such as dirt, dust, pollen, odors, fumes and/or poor ventilation, wetness, humidity, rain, temperature, and noise extremes, machinery and/or moving vehicles, vibrations, electric currents, animals/wildlife, toxic/poisonous agents, gases or chemicals, oils and other cutting fluids, violence and/or disease, or pathogenic substances.
- Some tasks require manual dexterity, in addition to visual and hearing acuity. Some tasks may involve identifying and distinguishing colors. Some tasks require the ability to perceive and discriminate visual cues or signals. Some tasks require the ability to communicate orally and in writing.

Agency

Town of Manalapan

Address

600 South Ocean Blvd,
Manalapan, Florida, 33462

Phone

561-585-4030

Website

www.manalapan.org