

Public Safety Dispatcher Job Description

General Statement of Essential Job Tasks:

The Public Safety Dispatcher's primary responsibility is to provide emergency and non-emergency communications response to law enforcement, fire and/or emergency medical services. For calls requiring law enforcement/fire/EMS response, the incumbent dispatches the appropriate agency to the scene, maintaining proper logs and paperwork (computer and/or manual) of all units dispatched. The incumbent is additionally responsible for accurately relaying to requesting field units, information contained in the local, state and national computer systems, and for entering and maintaining law enforcement and/or fire/EMS data in the appropriate computer system(s).

Supervision Received:

This position reports to a communications supervisor.

General Description of Essential Job Tasks:

The following are general descriptions of the essential job tasks of the position. Other related tasks may be assigned as necessary and appropriate.

Dispatches, via a radio console or other electronic means, emergency and other calls requiring law enforcement and or fire and/or EMS response according to priority and availability of field units. Maintains strict radio discipline at all times. Complies with FCC regulations and agency policies/procedures in the transmission of all radio traffic.

Monitors dispatched units' activities, receives and transmits to field units updated information as it is received.

Enters incident data into computer aided dispatch system and maintains various automated and manual logs, records and files related to dispatching activities.

Accurately relays to requesting law enforcement field units, information contained in the local, state and national computer systems (e.g. information regarding motor vehicles, driver's licenses, wants and warrants, etc.). Enters and maintains law enforcement data in the system(s) as appropriate.

Answers administrative telephone lines, provides routine non-technical information upon request, and refers all other inquiries to the proper person or department.

Essential knowledge, Skills and Abilities:

Oral and Written Communications: Must have the ability to actively listen to others for an understanding of their needs and situations; ability to speak English with sufficient clarity to be

understood on the telephone, radio or in person. Must be able to communicate information professionally and precisely to the proper recipient. Must be able to read and understand

Essential knowledge, Skills and Abilities, continued:

written correspondence, memoranda and directives. Must have the ability to report events and information in writing legibly and accurately, using proper English grammar and structure.

Judgment: Must have the ability to act in a decisive manner, using good judgment. Must have the ability to maintain objectivity in the decision making process; the ability to effectively prioritize situations and information and make appropriate decisions based on information provided. Must have ability to learn and apply new information; the ability to handle a variety of rapidly flowing information at once; the ability to remember numerous details.

Interpersonal Relationships: Must be consistent in dealing with people. Must have the ability to maintain appropriate and constructive behavior and attitude in response to difficult or adverse situations. Must have the ability and willingness to accept criticism and/or discipline; the ability and willingness to accept responsibility for actions. Must have the ability to work cooperatively with supervisors and establish cohesive, effective relationships with peers (i.e., team worker abilities). Must be able to work all shifts of a 24-hour day period and be available for emergency call-in overtime.

Professionalism: Must have the ability to act in a mature, dependable fashion; ability and willingness to maintain dependable work habits such as reporting to work on time, with little prompting and intervention. Must represent the organization to other agencies and citizens with a courteous, helpful, accurate and business-like attitude in all telephone and personal contact. Must have the willingness and ability to respect private, confidential information; the ability and willingness to support and carry out directives.

Quality of Work: Must be able to provide high quality, accurate work. Must be able to perform multiple tasks simultaneously; be able to do several things at one time and remain focused under stress (i.e. multi-tasking abilities). Must have the ability to adjust to new or unique situations, and the ability and willingness to show initiative in completing work assignments.

Physical Abilities: Must have the ability to hear and understand sound sources coming through a communications headset and/or radio and/or standard telephone receiver, including the ability to hear and understand other outside sound sources while wearing a communications headset (i.e. the ability to hear sound sources not coming through the headset; ability to hear through both ears). Must have the ability to speak and write English clearly. Must have the ability to read and discern visual images on a variety of media, including the ability to read and understand maps, and the ability to distinguish between colors on a color-coded computer screen. Must have the ability to type accurately on a computer keyboard while dispatching responders and notifying other responders as necessary. Must have the ability to records names and numbers accurately (i.e., not transpose numbers and/or letters).

Technical Knowledge: Must acquire and maintain a working knowledge of public safety communications equipment, practices and procedures including but not limited to:

- Knowledge of functions and operation of computer aided dispatch (CAD) system and manual call recording/dispatch system.
- Knowledge of functions and operation of telephone console, radio console, and other standard communications equipment.
- Knowledge of FCC rules and regulations applicable to radio broadcasts.
- Knowledge of proper use of ANI/ALI displays/information.
- Knowledge of basic telephone and radio techniques/procedures for handling administrative calls and dispatch response units.
- Knowledge of basic law enforcement/fire/EMS complaint/dispatch terminology.
- Knowledge of proper use of local, state and national computer systems and functions.
- Knowledge of legal liability issues common to public safety dispatching and record keeping.
- Knowledge of the geographical area served (e.g., familiarity with street names/layout, landmarks, numbering schemes, rivers, lakes, freeways, etc.).
- Knowledge of proper preparation of required reports logs and forms.
- Knowledge of agency policies, procedures and standards of expected performance.
- Knowledge of available resource materials and their use in performing job duties (e.g., manuals, directories, maps, etc).