



June 2019
FLSA: Non-Exempt

PUBLIC SAFETY DISPATCHER

DEFINITION

Under general supervision, receives 911 system emergency and non-emergency calls; dispatches assignments according to established emergency and Town procedures; performs a variety of technical tasks relative to the assigned functional area; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives direct or general supervision from assigned supervisory or management personnel. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This is the journey level class in the Public Safety Dispatcher series. Initially under close supervision, incumbents with basic public contact experience learn to interact with the public in both emergency and non-emergency situations to receive, transmit, and provide factual information, forms, and reports. As experience is gained, assignments become more varied, complex, and difficult; close supervision and frequent review of work lessen as an incumbent demonstrates skill to perform the work independently. This class is distinguished from Senior Public Safety Dispatcher in that the latter is the working lead level of this series, with responsibility for planning and directing emergency communications activities on a designated shift.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Receives, analyzes, and evaluates 911, Town's emergency and business calls, inquiries and complaints, fire, ambulance, roads, animal control, maintenance, and transfers calls to appropriate parties or creates a call for dispatch.
- Dispatches Town units, or other staff and equipment to emergency or non-emergency locations.
- Monitors status of public safety units to ensure officer safety and availability for services.
- Operates multiple communications devices and computers concurrently to insure swift and appropriate response to calls, and continuously updates suspect information and deputy locations.
- Maintains efficient records of radio calls and information logs.
- Accesses local, state, and federal criminal justice information systems; operates teletype systems to transmit and receive information.
- Maintains radio contact with various other agencies, including mobile and portable units; recognizes units from other agencies and assists them with Town units or provides requested information.
- Monitors alarms and security systems for businesses, relevant histories and files for emergency contacts.
- Performs basic equipment adjustments and maintenance; maintains records and files; and may perform associated office support duties.
- May provide work instruction to newly hired Public Safety Dispatchers.
- Performs other related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles, practices, procedures, and terminology used in police, sheriffs, fire, and related emergency radio and telephone communications.
- Basic functions of law enforcement agencies.
- Town and department policies and procedures.
- Proper and effective methods of deploying law enforcement personnel.
- Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Techniques for dealing with a variety of people under hostile and emergency situations.
- Principles and procedures of recordkeeping.
- Techniques for dealing with people of all socio-economic level under hostile and emergency situations.
- Safety practices and precautions pertaining to the work.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Town staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination.
- Computers and software programs (e.g., Microsoft software packages) to conduct, compile, and/or generate documentation.

Ability to:

- Read and interpret maps and other pertinent documentation
- Observe and accurately recall places, names, descriptive characteristics, and facts of incidents
- Memorize codes, names, locations, and other detailed information.
- Work under stressful conditions; assess difficult or emergency circumstances; remain calm; make quick, sound, and independent decisions based on facts; and develop, implement, and direct appropriate response strategies.
- Testify in court.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Effectively represent the department and the Town in meetings with governmental agencies; community groups; various business, professional, and regulatory organizations; and in meetings with individuals.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to graduation from the twelfth grade (12th) grade and one (1) year of general clerical experience involving public contact, preferably in a law enforcement setting.

Licenses and Certifications:

- Possession of, or ability to obtain, a P.O.S.T. Basic Dispatcher certification is desirable.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator or to operate dispatch and standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds. Reasonable accommodations will be made for individuals on a case-by-case basis.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, under highly stressful conditions, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

WORKING CONDITIONS

Must be willing to work evenings, nights, weekends, and holidays. Must be willing to be subject to called back, held over or called-in to maintain minimum staffing levels. Must be able to pass a thorough background investigation.