



June 2019
FLSA: Non-Exempt

SENIOR PUBLIC SAFETY DISPATCHER

DEFINITION

Under general direction, leads, trains, oversees, and participates in the work of 911 system emergency and non-emergency calls; evaluates and prioritizes 911 system emergency and non-emergency calls; dispatches assignments in accordance with Police Department, emergency, and Town procedures assigns and directs the work of Public Safety Dispatchers in the absence of supervisory staff on a per shift basis; performs a variety of technical tasks relative to the assigned functional area; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from assigned supervisory or management personnel. Exercises technical and functional direction over and provides training to dispatch staff.

CLASS CHARACTERISTICS

This is the advanced-level classification in the Public Safety Dispatcher series. Incumbents work under general supervision and exercise a high level of discretion and independent judgment in performing the full range of routine to complex emergency communication activities and provides shift supervision in the absence of supervisory staff. Incumbents also provide lead direction and supervision to clerical, technical, and professional staff. This class is distinguished from the Support Services Supervisor in that the latter is the full supervisory-level classification.

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.

- Provides lead direction and training to new Public Safety Dispatchers.
- Participates in the work of assigned staff responsible for dispatch services, including receiving, evaluating, and prioritizing emergency and non-emergency calls; eliciting information to determine nature of emergency; and dispatching and coordinating law enforcement, medical, fire, and other emergency response units in accordance with Police Department procedures.
- Monitors and evaluates operations, call volume, and stress levels; identifies opportunities for improving service delivery methods and procedures; provides recommendations concerning process changes and shift staffing levels; reviews with the Support Services Supervisor; implements changes and improvements after approval.
- Directs dispatchers in determining appropriate actions to take in any situation that is not clearly defined in established policies and procedures; uses good judgment in determining how best to handle such situations to ensure the safety of citizens and responders and limited liability of the Town.
- Monitors quality and ensures all calls are answered and dispatched in accordance with established standards.
- Maintains recordings of dispatch communications; provides copies as requested and appropriate.
- Provides input into the evaluation, retention, and training progression of new Public Safety Dispatchers.
- Receives, analyzes, and evaluates 911, Town's emergency and business calls, inquiries and complaints, fire, ambulance, roads, animal control, maintenance, transfers calls to appropriate parties or creates a call for dispatch.

- Oversees and participates in the retrieval of information from various federal, state, and local law enforcement information databases.
- Oversees and participates in the entry, update, and retrieval of records from teletype database and computer systems.
- Inspects and assists in ensuring the proper maintenance and operation of dispatch systems and other dispatch center equipment.
- Maintains radio contact with allied agencies, including mobile and portable units; recognizes units from other agencies and assists them with Town units or provides requested information.
- Performs other related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles of providing functional direction and training.
- Functions, authorities, and practices of public safety and emergency response agencies.
- Principles, practices, procedures, and terminology used in used in police, fire, and related emergency radio and telephone communications.
- The topography of Town of Paradise and surrounding areas.
- 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.
- Principles and procedures of recordkeeping.
- Techniques for dealing with a variety of people under hostile and emergency situations.
- 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:

- Provide staff leadership and work direction
- Train staff in work procedures.
- Assess difficult or emergency circumstances and develop, implement, and direct appropriate response strategies.
- Maintain accurate records and prepare clear and concise reports and other written material.
- Observe and accurately recall places, names, descriptive characteristics, and facts of incidents.
- Read and interpret maps and other pertinent documentation.
- Memorize codes, names, locations, and other detailed information.
- Attend to multiple activities and receive information from multiple sources simultaneously.
- Testify in court.
- Work under stressful conditions; remain calm; and make quick, sound, and independent decisions based on facts.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- 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 two (2) years of journey-level emergency dispatching experience.

Licenses and Certifications:

- Possess and maintain Peace Officer Standards and Training (POST) Public Safety Dispatcher certification.
- Possess and maintain POST Communications Training Officer certification within one (1) year of appointment to the position; may be required to possess or obtain additional certification(s) as deemed necessary by the supervisor.

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.