

POSITION TITLE: Public Safety Dispatcher

REPORTS TO: Shift Supervisor

POSITION SUMMARY: Under the direction of the Shift Supervisor, responsible for receiving and dispatching calls for emergency and non-emergency services involving Police, Fire and EMS needs in the ECDC member cities. Assure prompt, timely, courteous and accurate response in accordance with established policy and procedures. Requires independent judgment, problem solving, high levels of communications skills and initiative within established policy as well as the ability to keep a calm demeanor in stressful situations. Public Safety Dispatchers work shifts that must provide coverages twenty-four hours a day, seven days a week, including weekends and holidays.

JOB DESCRIPTION:

1. Shall answer all calls (radio, emergency, and non-emergency) in a courteous manner;
2. Responds to telephone inquiries and complaints from the general public, other agencies and member agencies by directing the person to the appropriate agency, dispatching an officer or providing the requested information.
3. Trains for, monitors, and responds appropriately to natural and man-made disasters, as well as the general fast-paced dispatch center environment, handling complex scenarios with minimal oversight (once initial dispatcher training period is complete).
4. Restores computerized systems and equipment following power outages.
5. Shall abide by and adhere to all dispatch center rules, regulations, policies and procedures as well as local, state and federal regulations.
6. Shall practice good housekeeping at all times and report any equipment malfunctions immediately.
7. Dispatch Police, Fire, and EMS based on information received by telephone, alarm system/company, radio or on-view by units in the field.
8. Shall perform a thorough interrogation of the call, extract vital information necessary and proper to ascertain the nature and location of the emergency and ascertain the proper nature and location of the emergency, and determine the proper apparatus and personnel required to service the emergency.
9. Operates a two-way radio to communicate with field personnel; dispatches officers; connects multiple agencies; monitors officers during calls; responds to emergencies; and documents calls.

10. Maintains contact with all in-service Police, Fire and EMS units and documents change in their status.
11. Makes notifications as necessary to support field units in their mission.
12. Provide criminal history, vehicle information, and driver's information, enter and maintain related computer entries for all member cities.
13. Monitors surveillance cameras and security doors.
14. Monitors inmate arrest status and coordinates commitments and releases with courts.
15. Ability to provide credible testimony in municipal, state, and federal court.
16. Works shifts with other Public Safety Dispatchers to maintain minimum staffing, 24 hours a day.
17. Reports promptly for duty to relieve the on-duty shift at the designated time, receiving all special orders, work or assignments, which may need to be handled during their shift.
18. Remains current with on-going events, change in procedure and problems involving the ability for the dispatch center to provide service.
19. Establish and maintain cooperative working relationships with team members, supervisors, stakeholders, members of the community, and member cities.
20. Shall not discuss dispatch center business with anyone other than those having the need to know.
21. Shall exert all effort to maintain high morale and shall not be party to gossip or other demeaning inappropriate conduct.
22. Review policy and procedures on a routine basis and forward recommendations to the Shift Supervisor for action.
23. Maybe be appointed to other special projects or assignments from time to time.
24. Other duties as assigned.

MINIMUM REQUIREMENTS

1. Must be a U.S. citizen or lawfully authorized alien worker.
2. High School graduate or GED certificate.
3. Must be certified in criminal justice database (REJIS, MULES, NCIC) or obtain within six (6) months of employment.
4. Must be certified in Emergency Medical Dispatching (EMD), through a national agency, or obtain within six (6) months of employment.
5. Must be able to type 30 wpm.
6. Ability to sit or stand for extended periods of time.

7. Ability to maintain composure in stressful times.
8. Occasionally exert or lift up to 25 pounds.
9. Concentrated mental and visual attention.
10. Hearing and specific visual abilities that include close vision.
11. Ability to answer phones using headsets and handheld units.

DESIRED QUALIFICATIONS

1. At least 3 years' of applicable experience within the last 5 years.
2. Knowledge of emergency telephone and radio communications procedures.
3. Knowledge of the operation of telephone, radio, and Computer Aided Dispatch (CAD) Systems.
4. Knowledge of Law Enforcement, Fire, and EMS terminology.
5. Knowledge of Police and Fire Department activities and lines of responsibility.
6. Knowledge of procedures and policies pertaining to the dispatching of emergency equipment.
7. Skill in the analysis of problem solving.
8. Skill in oral and written communication.
9. Skill in multi-tasking
10. Proper English usage, spelling, punctuation and grammar.

APPLICANTS SELECTED MUST:

1. Participate in a computer based testing process.
2. Participate in a minimum 4-hour sit-in in the communications center.
3. A thorough background, education and criminal record check.
4. Physical and Drug/Alcohol screening (All employees fall under the Alcohol & Controlled Substance Use, Abuse and Testing Policy).
5. Participate in a Psychological Examination.