

CITY OF CHUBBUCK

CLASS SPECIFICATION

POLICE DISPATCHER

Class Code Number:
FLSA Designation: Non-Exempt/Covered

Pay Grade:
Effective Date:

General Statement of Duties:

Performs specialized work receiving and dispatching messages in an emergency communication center; performs related work as required.

Classification Summary:

The principal function of an employee in this class is to answer emergency and non-emergency calls for police, fire, medical and other City services using a multi-line telephone and 911 systems. Employees in this class are responsible for fast, efficient and accurate receiving, dispatching and processing of calls and messages from and to fire and police vehicles and personnel on an assigned shift. The work is performed under the supervision of a Dispatch Supervisor, with some latitude granted for the exercise of independent judgment and initiative. The principal duties of this class are performed in a general office environment, frequently under stressful conditions.

Essential Duties and Responsibilities:

- Tracks location of officers on duty to ensure their safety;
- Receives, evaluates, and prioritizes requests for emergency and non-emergency service from the public, on-duty officers, police and fire agencies, City departments, and other callers.
- Interviews all emergency callers to determine the nature of the emergency, location of the incident, other related information and the need for dispatching of emergency assistance using a telephone switchboard according to established rules and procedures;
- Processes the requests received according to procedure; determines as much information as possible from the requestor to enable the most appropriate agency of responsibility and the most appropriate level of response;
- Dispatches fire units, police cruisers, ambulances and other necessary emergency and non-emergency equipment and personnel to aid officers in the field or the general public in emergency and non-emergency situations;
- Maintains telephone contact with callers in evolving situations until the arrival of personnel who take command of the incident;
- Determines from phrasing, vocal stress, and level of cooperation the condition of the caller to provide a proper level of response to the request to ensure the safety of the caller and responders;
- Maintains radio logs for police, fire, and E1V1T unites tracing response times;
- Enters data and information into computer-assisted dispatch (CAD) system;
- Enters information and reports into computerized record system;
- Enters reports, citations, warrants, and related data into department, state, and national reporting systems, databases, and tracking files;
- Provides assistance, information, and answers inquiries from the public by telephone and at the department front desk;
- Receives, transcribes, and processes reports, citations, logs, court orders, license applications, and related documents;
- Performs all work duties and activities in accordance with City and Department policies, procedures and safety practices.

Other Duties and Responsibilities:

- Works non-traditional hours; dispatch is staffed 24 hours/day and must be available weekends and holidays;
- May be required to perform various other duties when requested.

Requires Knowledge of:

- Telephone call-handling techniques;
- Radio transmission procedures to produce effective communication between two parties;
- Federal (FCC), City, Department, and other applicable rules and regulations;
- City streets and surrounding areas, including geographical layout of operating districts;
- Police, fire, and emergency medical dispatch procedures;
- Police organization, policies and procedures;
- Computer-aided dispatch operating and reporting systems;
- Operation of a personal computer, specialized crime information and reporting systems, and job-related software;
- Basic record keeping methods and techniques.

Requires Ability to:

- Follow oral and written instructions;
- Operate radio transmitting equipment in a fast and efficient manner under stressful and non-stressful situations;
- Operate specialized computer-aided dispatch (CAD) communications equipment required to carry out job assignments;
- Perform routine clerical work;
- Follow departmental guidelines and procedures relating to response to emergency situations;
- Exercise good judgment in the handling and prioritizing of calls within the Department;
- Effectively communicate and make decisions related to dispatching emergency vehicles under stressful work conditions;
- Listen and retain information communicated in emergency calls;
- Establish and maintain effective working relationships with other City employees, supervisors, elected and appointed officials, and the general public under stressful and sometimes adversarial conditions;
- Communicate clearly and concisely, orally and in writing.
- Operate standard office equipment, including a personal computer using program applications appropriate to assigned duties;
- Transcribe and prepare accurate and grammatically correct written reports and records;
- Respond to citizen requests in a courteous, timely and effective manner.
- Perform a wide variety of duties and responsibilities with accuracy and speed under stress and the pressure of deadlines;
- Perform multiple tasks simultaneously, including bundling interruptions, and return to and complete tasks in a timely manner.
- Demonstrate integrity, ingenuity, and inventiveness in the performance of assigned tasks.

Acceptable Experience and Training

- High school diploma or GED equivalency is required; and
- Some experience and/or training in police dispatch, communications, clerical work or related field is preferred; or
- Any equivalent combination of experience and training which provides the knowledge and abilities necessary to perform the work

Special Qualifications

- Idaho POST dispatch certification is required within one (1) year of employment;
- NCIC certification is required;
- Notary Public certification is required.

Essential Physical Abilities

- Sufficient clarity of speech and hearing, with or without reasonable accommodation, which permits the employee to discern verbal instructions, to listen and respond to radio transmissions and voice instructions; to communicate effectively in person, on the telephone, and over two-way radio; ability to hear sounds within the normal range of hearing (phone conversations, co-workers, supervisors, radio traffic) and to hear in the presence of noise;
- Sufficient visual acuity, with or without reasonable accommodation, which permits the employee to review a wide variety of written and electronic materials, distinguish letters and numbers, and to see in detail objects or printed material at greater than arms length;
- Sufficient manual dexterity, with or without reasonable accommodation, which permits the employee to operate control mechanisms such as radio knobs and other mechanisms requiring fine adjustments to position, to handle a variety of records and files, to type with speed and accuracy, and to operate standard office equipment and a computer;
- Sufficient personal mobility, agility, and flexibility, with or without reasonable accommodation, which permits the employee stand or sit and operate a keyboard for long periods of time, move between work stations, lift up to 25 pounds, and work in an emergency communications environment.