

PUBLIC SAFETY DISPATCHER

109-B

DISTINGUISHING FEATURES OF THE CLASS: The work involves responsibility for the skilled use of a telephone, radio telephone, radio, teletype or computer terminal in the transmission of communications and dispatching of police officers, firefighters and medical personnel and equipment in emergency situations. An employee in this class must have a good knowledge of police and fire district boundaries and possess the ability to make rapid and sound decisions. An employee in this class may also be required to type various reports and records when not performing dispatch duties. The work is performed under the general supervision of a Chief of Police or other person, with leeway for exercising independent judgment in reacting to emergency or life threatening situations. Supervision of others is not ordinarily a responsibility of the position.

TYPICAL WORK ACTIVITIES: *The typical work activities listed below, while providing representative examples of the variety of work assignments in the title, do not describe any individual position. Incumbents in this title may perform some or all of the following, as well as other related activities not described.*

Answers incoming calls for police assistance and determines and contacts the closest available unit;

Dispatches officers, providing all available information at time of call;

Provides callers with assistance or information on telephone if possible;

Maintains log of calls and location of patrol cars;

Sends and receives messages by teletype or computer terminals;

Dispatches fire equipment, contacts ambulances or mutual aid and fire companies in response to requests for aid;

Acts as receptionist and receives and responds to inquiries of individuals entering the office;

May type correspondence, reports and blotter entries when not performing dispatch functions;

Files case files, fingerprint cards, local summonses, traffic tickets and dispositions as directed;

Performs miscellaneous clerical tasks as directed.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, AND PERSONAL CHARACTERISTICS: Good knowledge of the geography of the municipality in which the work is performed; ability to operate radio, radio-telephone or teletype in the transmission and receipt of messages; ability to receive and relay messages in a manner which insures the communication of essential data to provide for effective action; ability to speak, write and enunciate clearly; ability to prepare and maintain basic records and reports; ability to understand and follow oral and written instructions; mental alertness; tact; and courtesy.

MINIMUM QUALIFICATIONS: Either:

- (A) Graduation from high school or possession of a high school equivalency diploma; or
- (B) Two (2) years of experience involving the use of communications equipment in the Dispatching of emergency personnel.

SPECIAL REQUIREMENTS: Candidate must have a reputation for honesty and trustworthiness. Prior to appointment, candidates will be subject to a post offer, pre-employment background investigation including, but not limited to, a criminal record search to determine suitability for appointment. Conviction of a felony will bar an applicant from examination and/or appointment. Misdemeanor convictions may be disqualifying depending on type, number, severity and recency.

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