



Communications Dispatcher

DEPARTMENT: POLICE

Division: Administration Communications

Communications Dispatchers perform duties which involve receiving incoming calls for police assistance and dispatching necessary units using a Computer Aided Dispatch system. They also perform a variety of general support duties related to the operation of the communications center.

Examples of duties include:

- Using a computer aided dispatch system, receiving emergency calls from the public requesting police.
- Dispatching police units as necessary.
- Receiving and processing 9-1-1 emergency calls.
- Monitoring direct emergency alarms.
- Answering non-emergency calls for assistance.
- Entering, updating, and retrieving information from a variety of computer systems.
- Receiving requests for information and providing pertinent data.
- Operating a variety of communications equipment, including radio consoles, telephones, and computer systems.

The Communications Center is equipped with a Computer Aided Dispatch System including:

- State of the art equipment.
- Large monitors.
- Ergonomically designed furniture.
- Individual work stations.

Communications Dispatchers work various shifts. Shifts include day, swing, graveyard, holidays, weekends, overtime, and shift holdovers.



PUBLIC SAFETY 911 OPERATOR

DEPARTMENT: POLICE

DIVISION: COMMUNICATIONS SUPERVISED BY: ADMINISTRATIVE DIVISION

Classification Responsibilities:

A Public Safety 911 Operator is responsible for receiving and evaluating calls from the public concerning crimes, fires, and medical emergencies. Specific duties include: evaluating calls for proper action; initiating Police and/or Fire response by obtaining information required for dispatching field units; and entering data into a computer as it is being received.

Calls and messages include routine reports, referral information, and emergency calls for assistance from citizens and public safety personnel. A Public Safety 911 Operator enters abandoned vehicle information and performs vehicle registration, Driver's License, stolen vehicle and wanted persons checks by utilizing the criminal justice information system.

This Public Safety 911 Operator performs related duties as required.

Distinguishing Features:

Public Safety 911 Operators work in the Public Safety Communications Center which is a twenty-four hour, seven days per week operation involving Police and Fire dispatching. Typically, intense training to reach full performance usually takes five months. As training progresses, employees are expected to demonstrate extensive communication skills, work independently and to exercise good judgment under pressure. The Public Safety 911 Operator can be distinguished from the Public Safety Dispatcher by the latter's additional responsibility for police or fire dispatch duties. A Public Safety 911 Operator may have the opportunity to compete by promotional exam for the position of Public Safety Dispatcher assigned to police or fire dispatching after successful completion of training and a one year probation requirement. This class is supervised by a Public Safety Communications Shift Supervisor, who reviews work through observation on the job, meetings, and results achieved. A Public Safety 911 Operator works shifts include nights, weekends, and holidays.

Special Assignment:

A Public Safety 911 Operator on special assignment serves as a trainer of Public Safety 911 Operators and/or incumbents in the classification of Public Safety Dispatcher Lateral.

Training entails providing both classroom instruction and intense one on one training at the communications console on a daily basis. The trainer is held accountable for the trainee's work, and must balance between intervening quickly and decisively where necessary (to prevent harm to citizens or officers) and not intervening in order to allow the trainee to learn.

QUALIFICATIONS

Minimum Qualification(s) Required:

Graduation from high school or GED. Any combination of training, education, or experience equivalent to good (1- 3 years) experience in public contact or customer service experience which may involve the operation of a multiline phone systems or radio communications system.

Certification of a typing speed of at least 35 net words per minute.



Special Requirement(s):

Because of the confidential, sensitive nature of information handled, successful completion of a background investigation and polygraph is required. Candidates given a conditional job offer will be required to pass a psychological evaluation and hearing test. After hire, employees in this classification are required to successfully complete the Emergency Medical Dispatcher (EMD) certification training course.

Public Safety 911 Operator

Substance Abuse Testing:

Due to the safety and/or security sensitive nature of this classification, individuals shall be subject to preemployment/preplacement and random alcohol, drug and/or controlled substance testing as outlined in City policy and procedures.

Preferred/Desirable Qualification(s):

Experience with computer data entry or in dealing with emergency traffic is desirable. *Bilingual speaking skills (English/ Spanish) are desirable.*

ESSENTIAL FUNCTIONS

Communication:

Answers and evaluates incoming calls for police or fire services to determine the urgency of the call and whether a Police Officer should be dispatched to the scene or whether the call warrants an immediate response by the Fire Department. Takes emergency medical phone calls by obtaining address and phone number, entering the case into the computer, and directing calls to Emergency Medical Personnel as needed for emergency first aid or Cardio Pulmonary Resuscitation (CPR) instructions, if appropriate.

Answers routine questions over the phone regarding civil, criminal, and traffic laws or directs calls to appropriate agencies.

Special Assignment: Develops and revises lesson plans, sections of training manuals, examinations, and training bulletins. Writes objective evaluations of employees in training considering both the need for documentation of progress and problems, and the effect of the choice of wording upon the self-confidence of trainees. Provides classroom instruction to Public Safety 911 Operators and other employees.

Manual/Physical:

Enters information directly into a computer as it is being received over the phone.

Detects distinct tones from a Telecommunications Device for the Deaf (TDD). Detects unclear or unusual sounds on the phone that might be a call for help. Types at a minimum sustained rate of 35 net words per minute. Records previously received information in writing, rapidly and accurately, while receiving new information. Work is confined to the communications console area under conditions requiring close contact with other employees, often during stressful situations.



Mental:

Evaluates incoming phone calls within the first few seconds of conversation as to whether it is an emergency or nonemergency.

Remembers details and procedures and applies such instantaneously in an emergency situation.

Makes sound decisions and quickly reacts positively under stressful conditions which typically entail the life or well being of a citizen.

Special Assignment: In the capacity of trainer, closely monitors and continually assesses the reactions and activities of the employee in training in order to ascertain a proper response on the employee's part, and his/her capability; and intervenes as necessary to ensure that field personnel and the public are provided the service needed.

Knowledge and Abilities:

Knowledge of:

the operations and services normally provided by the Police and Fire Departments;
basic telephone etiquette; and public relations techniques.

Ability to:

learn the Police and Fire Department organization, procedures, and operating policies;

learn the main City streets and the City boundary limits;

learn beat/district boundaries;

learn the Computer Aided Dispatch (CAD) formats and commands as they pertain to the Public Safety 911 Operators;

learn the radio and case disposition codes;

deal effectively with upset individuals when obtaining information;

handle negative comments and feedback from the public;

cope with emotionally tense situations;

remember details and make decisions under stressful conditions;

shut out extraneous information from the work environment, while selectively listening to information recognized as crucial; and establish and maintain effective working relationships with Communications Division employees, supervisors, police and fire personnel, and callers.

The duties listed above are intended only as general illustrations of the various types of work that may be performed. Specific statements of duties not included does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Job descriptions are subject to change by the Department Administration as the needs of the Department and requirements of the job change.