

**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.

**FUNCTIONS OF THE JOB:**

**Essential Functions:**

1. Shall answer calls for emergencies (telephone or radio) 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. Dispatch Police, Fire and EMS based on information received by telephone, alarm system/company, radio or on-view by units in the field;
4. 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.
5. Maintains contact with all in-service Police, Fire and EMS units and documents change in their status;
6. Through REJIS, provides criminal history, vehicle information and driver's information;
7. Works rotating shifts with other dispatchers to maintain minimum staffing, 24 hours a day;
8. Remains current with on-going events, change in procedure and problems involving the ability for the ECDC to provide service;
9. Review policy and procedures manual on a routine basis and forward recommendations to the Shift Supervisor for action;
10. Make notifications as necessary to support field units in their mission;
11. 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.
12. Establish and maintain cooperative working relationships with team members, supervisors, stakeholders, members of the community, and member cities;
13. Operates a two-way radio to communicate with field personnel; dispatches officers; connects multiple agencies; monitors officers during calls; responds to emergencies; documents calls;

14. Provides information to officers in the field; researches computerized databases;
15. Enters and maintains MULES entries and other information reported to terminal agencies; reviews warrants; recalls warrants as directed;
16. 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);
17. Restores computerized systems and equipment following power outages.
18. Shall abide by and adhere to all ECDC rules, regulations, policies and procedures and those of participating stakeholders and agencies;
19. Shall practice good housekeeping at all times and report any equipment malfunctions immediately;
20. Shall not discuss Dispatch Center business with anyone other than those having the need to know;
21. Assists in maintaining current list of employee and stakeholder contact information;
22. Monitors surveillance cameras and security doors;
23. Monitors inmate arrest status and coordinates commitments and releases with courts;
24. Ability to provide credible testimony in municipal, state and federal court;
25. Shall exert all effort to maintain high morale and shall not be party to gossip or other demeaning inappropriate conduct;
26. May be appointed to other special projects or assignments including the lead dispatcher from time to time as needed;
27. Shall accept supervisor from the Shift Supervisor, Lead Shift Supervisor, Operations Manager, and Executive Director;
28. Other duties as assigned.

**Physical/Mental Activities or Demands:**

1. Ability to sit, for extended periods of time
2. Ability to maintain composure in stressful times.
3. Occasionally exert or lift up to 25 pounds.
4. Concentrated mental and visual attention.
5. Hearing and specific visual abilities that include close vision.
6. Ability to answer phones using headsets and handheld unit.

**Working Conditions:**

Office environment with considerable distractions.

**POSITION QUALIFICATION REQUIREMENTS:**

**Education, Training, and Experience:**

High School Degree or GED equivalency. Type at a speed necessary for adequate job performance. Emergency medical Dispatching (EMD) certification through a national agency preferred.

### **Skills and Abilities:**

1. Qualified applicants **MUST** have at least 3 years' experience dispatching first responders within the last 5 years.
2. Standard radio or telephone communications receiving and transmitting equipment.
3. Understand law enforcement technology, rules and regulations operating manuals relating to communications systems.
4. Uses and Capabilities of ECDC Computer Aided Dispatch System.
5. Procedures and policies pertaining to the dispatching of emergency equipment.
6. Principles of supervision, training and performance evaluation.
7. Proper English usage, spelling, punctuation and grammar.
8. Possession of or ability to readily obtain MULES/NCIC certification within training period.
9. Sufficient experience to understand the basic principles relevant to the major duties of the position.

### **Preferred Additional Knowledge Required**

- Knowledge of emergency telephone and radio communications procedures.
- Knowledge of the operation of telephone, radio and CAD systems.
- Knowledge of computers and job related software programs.
- Knowledge of city streets and geography.
- Knowledge of law enforcement terminology.
- Skill in the analysis of problems solving.
- Skill in the response to emergency situations.
- Skill in the preparation of clear and precise administrative reports.
- Skill in oral and written communication.
- Skill in multi-tasking
- Ability to provide credible court testimony.

### **• License(s)/Certificate(s) Required:**

- None