



Job Description for:

Communications Dispatcher I

Classification: Same
Division: Dispatch Operations
Reports to: Communications Dispatch Supervisor
Supervises: None

Job Definition

This position focuses on training new hires to work as Communications Dispatchers, providing the full range of call taking and dispatching functions for law enforcement, fire and medical emergency calls, as well as certain non-emergency functions.

Distinguishing Characteristics

The Communications Dispatcher I is a training level intended for individuals with little or no comparable public safety dispatching experience. A Communications Dispatcher I who successfully passes the training program and probationary period will be promoted automatically to Communications Dispatcher II, which is the full-working level.

Under close direct supervision, Communications Dispatchers I receive extensive classroom training, on-the-job instruction and hands-on training in call taking and dispatching of public safety personnel and equipment for law enforcement, fire services, emergency medical and other services. Throughout training, trainees are expected to show progressive growth and ability to apply complex rules, procedures and policies to all work situations, in accordance with CRESA's Communications Dispatcher training program. At the end of training and probation, trainees must demonstrate and maintain working competence in the full range of law enforcement, fire and medical call-taking and dispatching functions.

Note: All duties, knowledge, skills and abilities listed below are considered *essential functions* unless marked as *non-essential*, (**NE**).

Key Tasks and Duties

Trainees must successfully complete each progressive Communications Dispatcher training phase and successfully apply knowledge, skills and abilities to the work as follows:

- Receive and transmit telephone and radio emergency calls, as well as non-emergency calls and complaints or inquires from the public
- Assess and appropriately respond to a caller's emotional state
- Evaluate and prioritize calls based on urgency
- Determine the correct jurisdiction, equipment and personnel to be dispatched
- Dispatch appropriate law, fire or emergency personnel and equipment
- Respond to requests from emergency response personnel

- Operate radios, multi-line phone and teletype systems, computers, data communications terminals and other complex communications equipment to quickly and correctly access information and respond to requests from police, fire and EMS
- Record the nature and source of incoming and outgoing radio and telephone messages
- Study and maintain familiarity with major roads, streets, industrial plants and buildings
- Monitor multiple public safety frequencies
- Perform other related tasks and duties as required

Qualifications

Trainees must either possess or gain the following during the course of the Communications Dispatcher training program and through the probationary period:

Knowledge of:

- Current techniques, policies and procedures of public safety calltaking and dispatching
- Clark County geography, including all cities and townships, major highways, streets and key buildings and landmarks

Ability to:

- Perform extensive data entry and data retrieval from visual and/or audio sources
- Understand and execute complex oral and written instructions
- Demonstrate appropriate interpersonal communications skills for public safety communications and dispatching
- React quickly and correctly to emergency calls and situations
- Learn and correctly apply detailed procedures and policies both in structured situations, such as emergency medical dispatch (EMD), and in non-routine situations that require independent judgment, critical thinking and application of complex and varied procedures and policies, such as law enforcement dispatching.
- Learn, retain and use knowledge of Clark County geography in the course of work
- Operate computerized equipment including computer aided dispatch (CAD), enhanced 911 (ANI/ALI), and automatic vehicle location (AVL) programs
- Receive and accept regular feedback and constructive criticism without being defensive
- Dispatch public safety personnel and equipment safely, quickly and efficiently
- Relay messages exactly as received
- React quickly and calmly in emergency situations and adopt effective courses of action
- Perform call taking and dispatching work by phone, radio and using other standard communications center equipment
- Assess callers' emotional state; respond correctly to emergency and routine situations
- Prioritize calls based on urgency
- Apply appropriate initiative, discretion, and judgment in the work
- Apply available guidelines, policies or procedures in diverse situations
- Develop and maintain effective working relationships with the public, coworkers, supervisors and managers, user agency stakeholders, and officials from other jurisdictions, departments or agencies
- Perform work under stressful or emotional conditions

- Work any assigned shift, including day, swing or graveyard and work all days of the week including weekends and holidays
 - Work under pressure in a loud, multi-tasking environment
 - Work mandatory overtime as needed and assigned
 - Have reliable and predictable attendance
- ☛ Candidates and Dispatchers must have ability to perform the essential functions of this position with or without reasonable accommodation

Education and Experience – All candidates must meet the following requirements:

- At least 18 years of age at the time of hire
- Able to legally work in the United States
- Possess a High School diploma or GED Certificate of Completion
- A stable and reliable work history, with at least one year of continuous work experience
- Have no felony convictions
- Successfully complete all recruitment and selection components including, but not limited to, skills testing, oral board interviews, detailed background investigation, and the required post-offer processes: drug screen, vision exam, hearing exam, and psychological evaluation

Any combination of qualifications and work experience that demonstrates an applicant has the necessary knowledge, skills, ability and character to successfully perform the job will be considered. A typical way to obtain the knowledge and abilities would be:

- Stable and reliable work experience in a busy and/or high stress environment that demonstrates candidate's ability to make good decisions under pressure, multi-tasking abilities, and excellent interpersonal skills communicating with a diverse variety of individuals in many emotional states, including anger, fear, pain, etc.

Work Environment (Essential functions)

Work is performed in an indoor, open-space environment and stationary setting. Trainees work with and are surrounded by computerized control panels that require detailed dexterity. The majority of time is spent in a seated position; however, dispatchers have freedom to stand and move in a limited area (limited to headset cord length). Headsets are worn at all times while on duty on the operations floor. Trainees are expected to manage over-the-phone interactions and confrontations with angry, hostile, depressed and/or otherwise emotionally distraught members of the public. As a result, work requires quick, independent action and alertness in emergency and possible life threatening situations. Work entails extensive keyboarding and manual dexterity, and also entails regular reaching, stretching, and lifting of standard dispatch supplies and materials, such as maps, binders, and flip cards.

Physical Demands typically involve, but are not limited to:

Hearing and Speaking:

- Hear, understand and respond to verbal information in person, by phone and by radio, including difficult to understand callers
- Speak clearly in English

- Hear, understand and respond using radio transmitters and receivers, radio consoles, telephone / radio headsets, multi-line telephone systems, and complex communications equipment

Seeing and Reading:

- See, read and understand written information and instructions in all forms, including handwritten, hard copy or electronic communications formats
- See and use all related communications equipment including radio transmitters and receivers, radio consoles, telephone / radio headsets, multi-line telephone systems, lease line teletypes, computer consoles, and data communications terminals
- See color differentiation as necessary to distinguish color variations on maps, computer screens and radio consoles

Mental acuity and alertness:

- Understand, respond to, and apply complex concepts, information, and instructions including policies, procedures, laws, and regulations
- Engage in frequent interpersonal interactions that are stressful or sensitive in nature
- Handle difficult interpersonal interactions and complaints with tact and diplomacy
- Manage and accomplish multiple priorities and diverse responsibilities with a high level of accuracy
- Think and apply judgment, discretion, and initiative in accomplishing work
- Work effectively despite sleep pattern disruptions as a result of rotational and/or irregular shift work and overtime

Manual dexterity and typing:

- Extensive use of computers, keyboards, office equipment and similar specialized technical and electronic equipment commonly found in communication centers
- Performing multiple tasks requiring manual dexterity at the same time
- Write legibly

Physical dexterity:

- Sit for extended periods of time; stand or walk as necessary
- Sit for extended periods of time particularly during high stress situations
- Stretch, reach, or lift objects or materials that may be up to 10 pounds in weight

Revised: 1/2009

Salary Code: EU

Reviewed: 1/2009

Salary Range: 100

FLSA Status: Non-exempt

Union: Yes