



Job Description for:

Communications Dispatcher II

Classification: Same
Division: Dispatch Operations
Reports to: Communications Dispatch Supervisor
Supervises: May serve as supervisor in the absence of the shift supervisor

Job Definition

This position performs 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 II is the full working level in the Dispatcher series.*

Under general supervision, Dispatchers take emergency and non-emergency calls and dispatch public safety personnel and equipment for law enforcement, fire services, and emergency medical or other related services. Dispatchers II are technically proficient in all aspects of the job and handle the full range call-taking and dispatching functions.

**A lateral candidate with substantially comparable public safety dispatching experience may be hired as a Communications Dispatcher II and go through a modified training program, but will be expected to demonstrate proficiency as detailed below by the end of training and probation.*

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

Key Tasks and Duties

- Receive and transmit telephone and radio emergency calls, as well as non-emergency calls and complaints or inquires from the public
- Relay radio calls from/to other public safety authorities to coordinate the dispatching of services between two or more agencies
- 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 two-way 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
- Operate key point attack warning equipment
- 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
- Report the need for radio and/or communications equipment repairs
- Perform other related tasks and duties as required

Qualifications

Communications Dispatchers II must possess and maintain the following knowledge, skills and abilities necessary to public safety dispatching.

Knowledge of:

- Current techniques, policies and procedures of public safety calltaking and dispatching
- Agency computer systems and programs including computer aided dispatch (CAD), enhanced 911 (ANI/ALI), and automatic vehicle location (AVL) programs
- Clark County geography, including locations and boundaries of all cities and townships; location of all major highways, streets and key buildings and landmarks; and addressing systems (i.e. streets, avenues, odd/even addresses, etc.) used for each jurisdiction
- Type of information that is allowed to be broadcast over Federal Communications Commission (FCC) radio systems
- Effective interpersonal communication methods and techniques used in the work
- Proper notification for equipment failures or after hour call outs for radio, computer or phone problems

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 communication skills for public safety call taking and dispatching
- React quickly and correctly to emergency situations, and adopt effective course of action
- 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
- Correctly apply available guidelines, policies and 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 current Dispatchers must have ability to perform the essential functions of this position with or without reasonable accommodation

Minimum Qualifications – 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
- 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, baseline vision exam, baseline hearing exam, and psychological evaluation

Education and Experience – 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. Individual assignments as a Communications Dispatcher II can be achieved by one of the following methods:

- **Promotion from Communications Dispatcher I.** Dispatcher I trainees who have successfully completed the dispatcher training program, have been released to work on their own, and have successfully passed their probationary period will automatically be promoted to the Communications Dispatcher II level.
- **Lateral Assignment to Communications Dispatcher II.** A candidate may be assigned “laterally” to the Communications Dispatcher II level if the Dispatch Operations Manager or a qualified designee determines, prior to an offer of hire, that the candidate has substantial “comparable” experience. To be considered comparable, a candidate must have at least two years of recent communications dispatching experience, with demonstrated proficiency in police, fire and emergency medical dispatch and call taking disciplines, and must have knowledge of communications dispatching regulations and practices, experience with comparable communications equipment and programs using CAD, E911 and other related dispatching / call taking equipment.

Work Environment (Essential functions)

Work is performed in an indoor, open-space environment and stationary setting. Dispatchers work with and are surrounded by computerized control panels that require detailed dexterity. Dispatchers work at sit / stand consoles and can move in a limited area (limited to headset cord length). Headsets are worn at all times while on duty on the operations floor.

Dispatchers 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 and concisely 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:

- Stamina, ability to regularly and reliably work long shifts (10 hour standard shift; 12 hour shift as required by staffing levels; 14 hour shifts are also necessary on occasion).
- 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 varied responsibilities with high 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:	130
FLSA Status: Non-exempt	Union:	Yes