



PUBLIC SAFETY/911 DISPATCHER III

This job description is intended to present a descriptive list of the range of duties performed by employee(s) in this municipality and is not intended to reflect all duties performed within the job.

SUPERVISOR: Public Safety/911 Dispatch Supervisor

SUPERVISE: None

SUMMARY DESCRIPTION

Dispatcher III is the entry-level position in the public safety communications classification series. Employees in this role operate the emergency service dispatching system under close supervision and direction. Responsibilities include receiving emergency and non-emergency calls, dispatching appropriate personnel, and maintaining accurate communications records.

EXAMPLES OF WORK PERFORMED

ESSENTIAL FUNCTIONS: *The following examples of work are illustrative only and are not intended to be all inclusive.*

Receives and screens emergency and non-emergency calls from the public.

Follows established protocols to collect and relay critical information to first responders.

Operates multi-line phone system and two-way radio under supervision.

Enters call information into the Computer Aided Dispatch (CAD) system.

Monitors responder locations and relays information between callers and field personnel.

Assists senior dispatchers with call processing and response coordination.

Learns proper use of radio codes, emergency communication protocols, and system tools.

Maintains awareness of units in the field and their safety under direct oversight.

Refers complex or high-priority calls to Dispatcher II or Dispatcher I.

Participates in training activities to develop core competencies and skills.

Maintains confidentiality of sensitive information.

Performs other duties as assigned under supervision.

QUALIFICATIONS

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of:

- Basic customer service and interpersonal communication techniques.
- Basic computer operations and office equipment use.
- General functions of police, fire, and EMS services

Ability to:

- Communicate clearly and effectively under stress.
- Remain calm and focused during emergency situations.
- Follow verbal and written instructions accurately.
- Work cooperatively and respectfully with others.
- Use basic office and communication equipment.
- Learn and apply dispatching protocols, procedures, and technology.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Environment: Work is performed in a fast-paced communication center with high call volume, requiring prolonged sitting and attentiveness. Limited physical activity with frequent use of computers, headsets, and multi-line phone systems.

Physical: Must be able to lift 20 lbs., sit for long periods, operate communication equipment, and maintain visual and auditory focus in a busy environment.

EDUCATION AND EXPERIENCE

Any combination of education and experience that would likely provide the required knowledge and ability is qualifying. A typical way to obtain the knowledge and abilities would be:

Education/Training: Graduation from high school or equivalent (GED).

Experience: No prior experience required.

Additional Requirements:

Ability to obtain CPR, NCIC/NCIS Certification, and Emergency Medical Dispatch Certifications within timeframe established by employer