



<b>Job Title</b>	Public Safety Dispatcher II	<b>FLSA Status</b>	Non-Exempt
<b>Band</b>	PAR	<b>Probationary Period</b>	12 Months
<b>Zone</b>	4	<b>Job Code</b>	12769

**Class Specification – Public Safety Dispatcher II**

**Summary Statement:**

The purpose of this position is to receive and dispatch incoming calls for Police, emergency medical, and Fire services and other emergency and non-emergency assistance. Obtains critical information needed to ensure proper Police, Fire, and medical response; dispatches appropriate units via the computer aided dispatch system (CAD), the radio and telephone; and performs a variety of duties relative to assigned areas of responsibility. In addition, this position processes incoming 911 and non-emergency calls for service to determine the nature of calls and choose the appropriate response using emergency Police, Fire and Medical protocols. Prioritizes calls based on nature of emergency.

**DISTINGUISHING CHARACTERISTICS:**

This is the full journey level class within the Public Safety Dispatcher series. Employees within this class are distinguished from the (I level) by the performance of the full range of duties as assigned. Employees at this level receive only occasional instruction or assistance as new or unusual situations arise, and are fully aware of the operating procedures and policies of the work unit. Positions in this class are flexibly staffed and are normally filled by advancement from level I, or when filled from the outside, have prior experience.

<b>Essential Functions</b>	Note: Regular and predictable attendance in the performance of this job is an essential function.
<b>Time %</b>	Note: Time spent on each essential function will vary based on operational needs and is only intended to be an approximation over the course of a full year.
70%	Uses radio to dispatch appropriate Police and Fire resources to respond to calls received. Prioritize calls based upon nature of request for services, availability of units, and other pertinent information. Maintain accurate data entry functions into CAD for documentation. Maintain accurate and current awareness of the locations and status of police and fire units for safety of responding personnel. Maintains good customer service while following policy and procedures, general orders, and standard operating procedures. Utilizes various software and web-based systems to conduct research to respond to calls.
20%	Completes data entry functions; runs checks for wants and warrants on vehicles, guns,



<b>Job Title</b>	<b>Public Safety Dispatcher II</b>	<b>FLSA Status</b>	<b>Non-Exempt</b>
<b>Band</b>	<b>PAR</b>	<b>Probationary Period</b>	<b>12 Months</b>
<b>Zone</b>	<b>4</b>	<b>Job Code</b>	<b>12769</b>

	boats, articles, and persons to complete requests for service. Assists officers in arranging tows for accident scenes. Assists internal requests via administration line to process calls. Makes notifications to on call personnel and any other administrative duties as assigned.
10%	<p>Answers incoming 911 and non-emergency calls for service, determine the nature of calls and choose the appropriate response using emergency police, fire and medical protocols. Builds calls for services using CAD, mapping, and Central Square phone system. Determines nature of call based on preliminary investigation using IAED protocols and the correct resources and agencies. Maintains good customer service while following policies and procedures, general orders, and standard operating procedures.</p> <p>Answers alarm lines and processes alarm calls from companies with city ordinance compliance. Enters tow and repossession information into the tow database. Runs checks in NCIC/CCIC for wants and warrants on vehicles, guns, boats, articles and persons to complete requests for service. Applies unique agency specific procedures to calls for service to gather appropriate crime analysis data. Utilizes various software and web-based systems to conduct research to complete calls. Applies recording technology to play back disconnected calls for information gathering.</p>

<b>Competencies Required:</b>
Human Collaboration Skills: Decisions regarding implementation of policies may be made. Contact may involve support of controversial positions or the negotiation of sensitive issues or important presentations. Contacts may involve stressful, negative interactions with the public requiring high levels of tact and the ability to respond to aggressive interpersonal interactions.
Reading: Intermediate - Ability to read papers, periodicals, journals, manuals, dictionaries, thesauruses, and encyclopedias. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.
Math: Basic - Ability to perform the four basic arithmetic operations. Ordinarily, such education is obtained in elementary school up to high school. However, it may be obtained from experience and self-study.



<b>Job Title</b>	Public Safety Dispatcher II	<b>FLSA Status</b>	Non-Exempt
<b>Band</b>	PAR	<b>Probationary Period</b>	12 Months
<b>Zone</b>	4	<b>Job Code</b>	12769

Writing: Basic - Ability to write simple sentences containing subject, verb, and object, and/or series of numbers, names, and addresses. Ordinarily, such education is obtained in elementary school up to high school. However, it may be obtained from experience and self-study.

**Technical Skills:**

Skilled in a Technical Field: Work requires a comprehensive practical knowledge of a technical field with use of analytical judgment and decision-making abilities appropriate to the work environment of the organization.

**Relevant Background and Formal Education:** Demonstrated skills, competencies, and knowledge required for this job are most often acquired through the following practical experience and level of academic education and training as suggested below.

Education: Equivalent to the completion of the twelfth grade (high school diploma or GED) supplemented by specialized training in dispatch communications or a related field.

Experience: One year of full-time experience as an independent dispatcher in a public safety or an emergency communication center. Successful completion of required training and certifications as a public safety dispatcher and emergency response technician.

**Education and Experience Equivalency:**

One (1) year of the appropriate type and level of experience may be substituted for each required year of post-high school education.

Additional appropriate education may be substituted for the minimum experience requirements.

**Certifications and Licenses:** Must possess or be able to acquire the following certifications and/or licenses.

Certifications required in accordance with standards established by departmental policy.

**Supervision Exercised:**

Requires the occasional direction of volunteers, helpers, assistants, seasonal employees, interns, or temporary employees.



<b>Job Title</b>	Public Safety Dispatcher II	<b>FLSA Status</b>	Non-Exempt
<b>Band</b>	PAR	<b>Probationary Period</b>	12 Months
<b>Zone</b>	4	<b>Job Code</b>	12769

**Supervision Received:**  
 Receives Direction: The employee normally performs the duty assignment after receiving general instructions as to methods, procedures, and desired end results. There is some opportunity for discretion when making selections among a few, easily identifiable choices. The assignment is usually reviewed upon completion.

**Fiscal Responsibility:**  
 This job title has no budgetary responsibility.

**Physical Demands:**  
 Exerting up to 10 pounds occasionally or negligible amounts constantly sitting, walking, or standing to a significant degree.

<b>Environmental Conditions:</b>	<b>Frequency</b>
Primary Work Environment	Office Environment
Extreme Temperature	Never
Wetness and Humidity	Never
Respiratory Hazards	Never
Noise and Vibrations	Never
Physical Hazards	Never
Mechanical and/or Electrical Hazards	Never
Exposure to Communicable Diseases	Never

**Machines, Tools, Equipment, and Work Aids:**  
 Fax, scanner, telephone, headset, workstation with moveable decks, ergonomic adjustable chairs, computer, wireless keyboard, mouse, and printer.

**Specialized Computer Equipment and Software:**  
 CAD, Central Square Phone system with text to 911, CCIC/NCIC, LERMS, ProQA, Microsoft Office Suite, mapping systems, twitter, Facebook, Citizen Observer, 3si, CSU database, Everbridge, and Agency 360.



<b>Job Title</b>	<b>Public Safety Dispatcher II</b>	<b>FLSA Status</b>	<b>Non-Exempt</b>
<b>Band</b>	<b>PAR</b>	<b>Probationary Period</b>	<b>12 Months</b>
<b>Zone</b>	<b>4</b>	<b>Job Code</b>	<b>12769</b>

*The description above is intended to represent only the key areas of responsibilities; specific job assignments, duties, and environmental conditions will vary depending on the business need of the department and the particular assignment.*

Original date: May 2015