

Central Dispatch Administrative Authority

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Public Safety Dispatcher I

FLSA Status: Non – Exempt

Created: 02/2012

Last Revised: 10/2015

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DEFINITION: Under supervision, receives, evaluates, and processes emergency and non-emergency calls for Law Enforcement, Fire, and EMS Departments; answers inquiries for information from general public as well as other criminal and non-criminal justice agencies; dispatches patrol, fire, and EMS units; maintains, types, and files various records and documents; interacts with the general public, criminal, and non-criminal justice agencies in person and via telephone.

DISTINGUISHING CHARACTERISTICS: This is the entry level position within the Public Safety Dispatcher job classification. This class of Dispatcher I is distinguished from that of Public Safety Dispatcher II class in that the employee in this class is typically in a trainee capacity and does not have the full range of responsibilities of a Public Safety Dispatcher II. The center operates on a 7 day, 24 hour basis and incumbents will be required to work a variety of schedules. Incumbents report to the Dispatch Director and/or Assistant Director, who is responsible for supervising, directing, assigning and evaluating the work of dispatch employees on assigned shifts. During periods of training, incumbents may report to a Senior Public Safety Dispatcher. Incumbents are at-will employees until they pass their probationary period.

ESSENTIAL FUNCTIONS: (Performance of these functions is the reason the job exists. Assigned job tasks/duties are not limited to the essential functions).

1. Responds to radio calls from law enforcement and emergency personnel in the field.
2. Performs record searches from local databases and those maintained by the FBI's National Crime Information Center (NCIC), National Law Enforcement Telecommunications System (NLETS), and the Nevada Criminal Justice Information System (NCJIS) for warrant and criminal history status on field suspects and in-custody detainees.
3. Confirms active warrants and transportation requirements for other law enforcement agencies; verifies and disseminates information received by teletype to field officers; gathers and translates information from field officers for efficient queries into various systems.
4. Receives 911 calls for assistance from landline and cellular phones from various locations within the local area as well as neighboring counties.

5. Dispatches emergency units and relays pertinent information between field officers and emergency response units; provides emergency medical instruction using locally-approved protocols.
6. Communicates effectively with distraught, angry, hysterical, or frightened callers; maintains a calm disposition in emergency situations; handles stress-related to various emergency calls; dispatches appropriate units for alarm calls.
7. Maintains a written log of all Temporary Protective Orders served.
8. Operates audio logging equipment for all radio and phone calls received and transmitted; maintains local databases by entering calls for requests for services or officer-initiated activity; enters and maintains local house watch list and emergency contact information in local databases; prints or faxes all pertinent daily and/or monthly reports as directed.
9. Performs daily maintenance on equipment and troubleshoots malfunctioning equipment as necessary.
10. Performs daily housekeeping in the center including, but not limited to, dusting, cleaning the area and taking out the trash.
11. May assist in training if more than three (3) years on the job and training assistance is needed.
12. Punctual and consistent attendance necessary for public safety positions.
13. Works cooperatively with supervisors, user agencies, the public and fellow co-workers.
14. Handles stress effectively.

QUALIFICATIONS FOR EMPLOYMENT:

Knowledge and Ability:

Knowledge of

- Basic computer procedures;
- Use of reference books, maps and manuals;
- Office procedures;
- Basic accurate record keeping;
- Correct English usage including spelling, grammar, and punctuation;
- Local area geography

Ability to

- Learn techniques for communicating with people in emergencies and varying stages of distress;
- Learn to handle multiple tasks at the same time;
- Learn basic law enforcement terms and radio codes;
- Learn proper questioning techniques to determine the nature of call and level of emergency;
- Learn available resources for responding to emergencies and calls;

- Operate standard office equipment including, but not limited to, a personal computer, printer, fax and copier and utilize User Agencies specialized software;
- Maintain confidentiality;
- Communicate with individuals from different backgrounds and communication abilities;
- Make decisions quickly and accurately; and
- Learn proper procedures for operation of NCIC/NCJIS/NLETS information systems as per CDAA NCIC/NCJIS internal SOP.

Special Requirements: Ability to successfully pass a background investigation to qualify for and maintain certification to operate NCIC, NCJIS, and related computers.

Required Certifications and Licenses: CPR Card, Emergency Medical Dispatching Certificate and NCIC/NCJIS Certification. All certificates must be renewed every two years.

Experience and Training:

Any combination of training, education, and experience that would provide the required knowledge and abilities. A typical way to gain the required knowledge and ability is:

Possession of a high school diploma or equivalent and one (1) year of progressively responsible office experience which involved the use of computers, data entry, and/or telephone/radio customer service work. Work experience in a public safety related field is highly desirable as are bilingual skills and experience in a fast paced, high stress environment.

Other Requirements:

- Must be able to work day, swing, graveyard and rotating shifts, holidays and weekends.
- Incumbents must pass a typing test of at least 35 wpm, and an in-depth background investigation.
- Incumbents must successfully complete a C.D.A.A. prescribed training course.

Physical and Mental Requirements:

The physical and mental requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of the job.

Strength, dexterity, coordination, and vision to use a keyboard, mouse and video display terminal for prolonged periods. Strength and stamina to bend, stoop, sit, and stand for extended periods of time. Dexterity and coordination to handle files and single pieces of paper; periodic lifting of files, stacks of paper or reports, references, water bottles, and other items weighing up to 50 pounds. Some reaching for items above and below desk level. Some bending, reaching, squatting, and stooping to access files and records is necessary. The manual dexterity and cognitive ability to operate a personal computer. The ability to communicate via telephone and radio.

In compliance with applicable disability laws, reasonable accommodations may be provided for qualified individuals with a disability who require and request such accommodations. Incumbents and individuals who have been offered employment are encouraged to discuss potential accommodations with the employer.

Working Conditions:

Work is performed under the following conditions.

Work environment is generally clean with limited exposure to conditions such as dust, fumes, odors, or noise. Lighting, heating and cooling conditions may be less than optimal. Frequent interruptions to planned work activities occur. Noise from radios and other dispatchers may be frequent.

I have read and understand this explanation and job description.

Signature: _____ Date: _____