



JOB DESCRIPTION

Title: Public Safety Dispatcher

Department: Police

Reports to: 911 Director

Pay Grade: 5A – 5H

Date Adopted: July 7, 2023

Previous Revision Date:

Last Revision Date: November 21, 2016

Type: ☒ Full Time

☐ Part Time

FLSA: ☐ Exempt ☐ Salary

☒ Non Exempt ☒ Hourly

Union: ☒ Yes

☐ No

Job Summary:

Operates the emergency service dispatching system for police, fire/rescue, and other emergency services. Responsible for providing the citizens with the highest quality of service by ensuring safe and efficient screening and processing of emergency telephone calls requiring emergency action by public safety agencies.

Essential Functions:

1. Receives emergency/non-emergency calls from the public requesting police, fire, or other emergency services. Determines the nature of the call, the priority, the location, and number of necessary units to respond. Dispatches units to the call. Maintains accurate status and locations of police units. Relays criminal information to authorized officers and agencies and coordinates with other agencies for multi-jurisdictional assistance.
2. Operate fixed based communications and ancillary equipment including the 911 system, multi-phone line system, multi-agency two-way radio system, enters all relevant information into the Computer Aided Dispatch (CAD) system.
3. Monitors status and location of police units following established protocol to ensure officer safety. Relays criminal information to authorized officers and agencies.
4. Evaluates callers and determines appropriate level of response based on voice stress, background noise, and level of cooperation to ensure safety for both caller and responders.
5. Access the State and National Computer system to search records for wants, warrants, drivers, and vehicle information status. Provide support to authorized public safety personnel and agencies, in accordance with local, state, and federal regulations.

6. Continually monitor the radio traffic for multiple agencies. Respond to requests from responders in the field.
7. May be called to report for duty while on off duty status or be required to stay past shift to ensure seamless coverage for community safety.
8. Serve as Communications Training Officer when specifically assigned.
9. Participate in special projects and assignments that are directly related to the mission operations and/or maintenance of the center. This includes, but is not limited to, staffing the mobile command center for scheduled or emergency events, emergency service call outs, public service events, in-service training, and attending schools as assigned.
10. Meet minimum hiring standards as established by the employer.
11. Establish and maintain effective working relationships with governmental officials, law enforcement, fire and EMS agencies, supervisors, and coworkers.
12. Differentiate between an emergency and non-emergency telephone call and/or call for service.
13. Be able to work efficiently and rapidly in stressful environments and deal with emergency-oriented situations.
14. Stay calm when a caller is upset. Use your voice and tone to calm a caller down enough to be able to provide the necessary information to process the call and provide help.
15. Guide callers through emergency situations while they are waiting for help to arrive. This may include walking a caller through a medical situation or listening for noises in the background on an open line during a domestic dispute.
16. Provide responders with all relevant information about the call they are going to so they are prepared for whatever situation they may be going in to.
17. Monitor weather for warnings that may affect the community and make appropriate notifications when needed.
18. Proficiently operate multiple computer systems simultaneously and accurately.
19. Operate basic office machines such as copy machine, computer, calculator, fax machine, etc.
20. Keep confidential information confidential.
21. The employee must work the days and hours necessary to perform all assigned responsibilities and tasks. Must be available to communicate with subordinates, supervisors, customers, vendors and any other persons or organization with whom interaction is required to accomplish work and employer goals.

22. The employee must be punctual and timely in meeting all requirements of performance, including, but not limited to, attendance standards and work deadlines; beginning and ending assignments on time; and scheduled work breaks, where applicable.
 23. Performs other work which is consistent with the essential functions of the job.
 24. Performs other duties as assigned.
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Education and Special License(s)/Certifications:

High School diploma or equivalent.

Must obtain certification in CPR within six (6) months of the date of hire and maintain throughout the duration of employment.

Must obtain N.C.I.S/NCIC certification for the teletype within six (6) months of the date of hire and maintain throughout the duration of employment.

Must obtain Emergency Medical Dispatching certification within a time frame as established by the employer and maintain throughout the duration of employment.

Must attend continuing education training programs, complete training paperwork and meet all standards set forth by Federal, and State of Nebraska law, and other certification programs required by the employer.

Experience:

None

Skills:

1. Basic math skills.
2. Excellent oral and written communication skills.
3. Ability to read, write and speak the English language proficiently and communicate clearly and effectively, both orally and in writing.
4. Ability to read maps to determine exact locations for dispatch.
5. Ability to focus on a given task in a hectic environment.
6. Telephone skills.
7. Interpersonal skills.
8. Proficient typing and data entry skills.
9. Good listening skills.
10. Working knowledge of word processing, spreadsheets, databases, email, and calendaring computer software applications.
11. PC computer skills.
12. Basic office machine operation.
13. Reading.
14. Good knowledge of English including spelling, grammar, and punctuation.
15. Good knowledge of geography of the communities we serve and surrounding areas.
16. Ability to exercise professional telephone etiquette and in-person communications with distressed citizens.
17. Ability to perform multiple tasks simultaneously.

18. Must speak in a clear, well-modulated voice.
 19. Ability to exercise good judgment and make sound decisions in stressful situations. Ability to respond rapidly, effectively, and exercise sound judgment in emergency situations and to maintain the emotional composure necessary to organize work and maintain a high level of productivity during periods of stress or high activity.
 20. Ability to understand and follow verbal and written instructions and communicate clearly and concisely both verbally and in writing.
 21. Ability to learn the care and operation of the Communications Division equipment, including but not limited to, input and/or retrieval procedures for the Computer Aided Dispatch system, the NCIC/N.C.I.S. system, the Enhanced 911 system, and the geographical mapping system.
 22. Ability to learn the policies, operating procedures, and methods utilized in the operations of the Communications Division.
 23. Ability to perform duties with a keen sense of accuracy and attention to detail.
 24. Ability to prioritizing in high stress situations.
 25. Ability to handle high call volume.
 26. Ability to diffuse escalating situations.
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Mental Requirements:

1. Analytical skills.
 2. Interview skills to gather details about a call.
 3. Ability to prioritize multiple tasks.
 4. Ability to work independently and as a team.
 5. Ability to learn and understand PC software applications.
 6. Diplomacy and judgment.
 7. Organizational skills.
 8. Emotional control in high stress situations.
 9. Empathy and compassion.
 10. Ability to work in hectic environment with many interruptions.
 11. Ability to comprehend and protect confidential and sensitive information.
 12. Concentration.
 13. Alpha and numeric recognition.
 14. Ability to assess situation and use judgment in responding.
 15. Ability to organize files and retrieve data effectively.
 16. Ability to work under distracting conditions, i.e. phone, interruptions.
 17. Ability to work on several projects at once.
 18. Effective listening skills.
 19. Carry out assignments through oral and written instructions.
 20. Logical reasoning.
 21. Ability to analyze problems and recommend possible solutions.
 22. Ability to train and guide others.
 23. Ability to recognize and protect confidential information.
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Physical Requirements:

1. Hand/eye coordination adequate to operate multiple computer systems.
 2. Ability to place and receive phone calls.
 3. Ability to operate two-way radio.
 4. Visual stamina and acuity adequate to review alpha/numeric data and to spend long periods looking at computer screen.
 5. Ability to sit for extended periods of time.
 6. Ability to lift 20 pounds and transport 20 feet.
 7. Ability to bend, climb, and stoop.
 8. Ability to use hands to handle, feel, or operate objects, tools, or controls and to reach with hands and arms.
 9. Vision abilities required include close vision, the ability to adjust focus, and the ability to distinguish colors.
 10. Work is performed in a high call volume emergency dispatch environment, where there is limited opportunity for physical movement and the dispatcher must remain alert and responsive while observing computer display screen for uninterrupted periods of time.
 11. Ability to hear well in a busy environment.
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Supervisory Responsibility (Direct and Indirect):

None

Disclaimer:

This job description is intended to convey information essential to understanding the scope of the job and the general nature and level of work performed for individuals with this job title. However, this job description is not intended to be an exhaustive list of all qualifications, skills, efforts, duties, responsibilities, or working conditions associated with the position.

Approved:



Tobias J. Tempelmeyer, City Administrator

7/13/23

Date