

Town of Payson
Job Description

Position Title: **911 Dispatcher Trainee**

FLSA Classification: **Non-Exempt**

Pay Grade: **46**

Department: Police

Reports To: Communications Supervisor

Approved By:

The fundamental reason this classification exists is to perform the full scope of duties of a Public Safety Dispatcher through a structured on the job training program tailored to each individual's experience or lack of in the areas of answering 911 calls, dispatching fire and emergency medical services, or dispatching police services. Incumbents are trained according to Payson Police or Fire Department policies and operating procedures. Duties include: receiving calls from the public; evaluating the calls for proper action; and initiating Police or Fire response by obtaining information required for dispatching field units. An employee in this class learns to dispatch messages and calls by voice and computer to police or fire units and to maintain radio contact with mobile units.

GENERAL PURPOSE

This position performs a variety of complex duties involved in the receipt and dispatching of emergency and non-emergency calls for law enforcement, fire, medical, animal control, and other emergency assistance. Work requires the use of a computer, typewriter and other communication appliances including telephone and radio broadcast equipment. Receive general supervision from the Communications Supervisor or designee. This is the first of five classifications.

SUPERVISION EXERCISED

None.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Receive emergency and non-emergency service calls from the public requesting law enforcement, fire, medical, or other emergency service.
- Determines nature and location of the emergency; determines priority and dispatches emergency units as necessary and in accordance with established procedures.
- Read and interpret maps using computer aided dispatching, maps, GIS and atlas's to assist the public and police/fire personnel. Interprets telephone or radio call locations to provide timely assistance.
- Assist irate or upset citizens involved in crisis situations.
- Maintain contact with all units in assignment; maintain status and location of law enforcement and fire field units via the computer; maintain daily bulletin on field calls and units dispatched.
- Enter, update, and retrieve information from teletype networks relating to wanted persons, stolen property, vehicle registration, stolen vehicles, and other information.
- Use telecommunications system to coordinate emergency calls and relay information and assistance requests involving law enforcement, fire/EMS, and public service agencies.
- Receive, respond to, and document requests for warrants and motor vehicle printouts; verify and file warrants; and document vehicle impound information.
- Perform a variety of record keeping, filing, indexing, and other general clerical work.
- Input and retrieve a variety of public safety information using a computer terminal.
- Maintain a variety of logs relating to public safety activities including arrest files, master case records, and tow company requests.
- Answer telephone and provide information to the public in person or by telephone.
- Test and inspect equipment as required; arrange for repairs.
- Perform detention duties as required; assist sworn officers in searching and transporting of

prisoners

- Maintain warrant and order of protection files; complete monthly reviews.
- Demonstrates continuous effort to improve operations, decrease turnaround times, streamline work processes, and work cooperatively and jointly to provide quality seamless customer service.

PERIPHERAL DUTIES

- Performs other duties, which may be assigned from time to time.

MINIMUM QUALIFICATIONS

- Must pass an extensive history screening process as required by Arizona Criminal Justice Information Network.
- Must be able to pass a thorough background investigation as stated in department policy, and must never have been convicted of a felony.
- Must pass a hearing and physical examination.
- Ability to type 40 wpm with an accuracy rate of at least 90%.
- Successful applicants must live within a thirty (30) minute response time, or be willing to relocate within a period of one (1) year from date of employment.

Education and Experience:

- Graduation from high school or GED equivalent, supplemented by training in modern office procedures, methods, and computer equipment.
- Experience with word processing software such as Microsoft Word, multi-line telephone systems, and transcription skills.
- Experience in general clerical/office duties such as filing, copying, telephone, typing or keyboard.
- Experience working with the public.
- Some experience operating a radio, computer equipment, or other communication equipment is highly desirable.
- Any equivalent combination of education and experience.

Certifications & Licenses:

- Possession of, or must be able to obtain within six (6) months, a Terminal Operator's Certification issued by ACJIS.
- Must maintain certifications throughout the course of employment.
- Must obtain future certifications as required by governing authorities including the Town of Payson.

Knowledge, Skills and Abilities:

- Knowledge of office procedures, methods and computer equipment.
- Knowledge of English usage, spelling, punctuation, and grammar.
- Ability to learn and demonstrate procedures used in operating computer aided dispatch and 911 systems.
- Ability to work under pressure, exercise good judgment, and make sound decisions in emergency and life threatening situations often based on a limited amount of information.
- Ability to read, understand and interpret moderately difficult to complex written information (e.g., policies, procedures, rules, regulations, statutes, etc.).
- Ability to learn and demonstrate compliance with policies and procedures of receiving and processing emergency calls.
- Ability to learn and demonstrate compliance with standard radio broadcasting and dispatch procedures and rules.
- Ability to learn and demonstrate knowledge of the geographic features and streets

within the areas served.

- Ability to learn and demonstrate principles and procedures of record keeping including the maintenance and security of police communications reports.
- Ability to learn and demonstrate general law enforcement codes, practices, and methods.
- Ability to effectively communicate with and elicit information from upset and irate citizens.
- Ability to type accurately at a speed necessary for successful job performance.
- Ability to understand and follow oral and written instructions.
- Ability to operate a computer terminal, teletype, and other office equipment.
- Ability to operate a multi-channel radio with multiple frequencies and distinguish a variety of radio voice transmissions.
- Ability to communicate clearly and concisely both orally and in writing.
- Ability to work within deadlines in order to complete assignments.
- Ability to establish, develop, and maintain cooperative working relationships with those contacted in the course of work.
- Ability to accept and apply constructive criticism and critiques.
- Ability to memorize, retain, and accurately recall information and codes.
- Ability to multi-task, organize, prioritize and adapt to constantly changing situations, and effectively take appropriate action.
- Must be able to hear and understand verbal communications (person-to-person, radio, or telephone) in order to react quickly and effectively in emergency situations.
- Must be able to verbally communicate in a clear and concise manner in order to be easily understood in person-to-person, radio, and telephone communications.
- Must be able to perform detailed work with a high degree of accuracy, at times during stressful situations.
- Must be willing to work irregular hours such as holidays, nights, and weekends.
- Communicate effectively and cooperatively with other employees and the public.

Additional Requirements:

- Some positions may require the use of personal of Town vehicles on Town business. Individuals must be physically capable of operating the vehicles safely, possess a valid driver's license, and have an acceptable driving record. Use of a personal vehicle for Town business will be prohibited if the employee is not authorized town vehicle or if the employee does not have personal insurance coverage.
- Some positions may require the performance of other essential and marginal functions depending upon work location, assignment, or shift.

TOOLS AND EQUIPMENT USED

Phone, switchboard, base radio, telephone, fax machine, pager, copy machine, calculator, typewriter, transcribing machine, TDD telephone, and personal computer.

PHYSICAL DEMANDS

The Physical demands described 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 functions.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

This position is required to sit 100% of the time and be mobile up to 2-3% of the work time. Accommodations can be made for standing. The employee may occasionally lift and/or move up to 5 pounds. Specific vision abilities required by this job include close vision, distance vision, and,

color vision and ability to adjust focus. While performing the duties of the job, the employee is constantly required to talk, hear, and use hands to finger. The employee is frequently required to reach and handle equipment with hands and arms. The employee is not required to be mobile in an office setting.

The position requires repetitive movements in office related activities such as typing, sitting and, talking in person and via telephone.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee works indoors 100% of the time; working closely with others in a team environment and sometimes working alone. The noise level in the work environment is usually moderately quiet. Working rotating shift work, nights weekends and holidays are required.

MENTAL ACTIVITIES

Reasoning: Ability to apply common sense understanding to carry out assigned duties. Ability to reason with a diversity of cultures and individuals and difficult conditions and often strong and vocal viewpoints.

Logic: Ability to perform basic skills, including organizational and process management.

Language/Communication: Demonstrable ability to communicate clearly and concisely orally and in writing.

All job descriptions have been reviewed to ensure that only essential functions and basic duties have been included. Peripheral tasks, only incidentally related to each position, have been included. Requirements, skills and abilities included have been determined to be the minimal standards required to successfully perform the position. In no instance however, should the duties, responsibilities and requirements be interpreted as all-inclusive. Supervisors as deemed appropriate may assign additional functions and requirements.

In accordance with Americans with Disabilities Act, it is possible that requirements may be modified to reasonably accommodate disabled individuals. However, no accommodation will be made which may pose serious health or safety risks to the employee or others or which may pose undue hardships on the organization.

This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the need of the employer and requirements of the job change.

Employee Signature

Date