

## **JOB DESCRIPTION**

**JOB TITLE:** Dispatcher - 300

**DEPARTMENT:** Law Enforcement Communications of South Sound 911

**REPORTS TO:** Communications Supervisor

**Represented position, EEO cat 6**

### **SUMMARY:**

The Dispatcher position performs complex and responsible dispatcher duties in the Emergency 911 Communications Center; processes citizen's requests for law enforcement services under various conditions, including emergency situations, receives emergency communications, determining the nature, location and severity of the emergency and dispatches appropriate personnel, apparatus and equipment; provides information to client law enforcement agencies, other City and County agencies and law enforcement officers in the field; monitors and controls communication traffic and assure officer safety to the extent possible. Completes training for and demonstrates ability to perform the duties of Communications Officer; and maintains the skill to perform the essential functions of the Communications Officer classification.

This position does not have supervisory responsibility. Dispatchers are expected to work independently in a variety of tasks and ask for assistance/clarification from the Communications Supervisor when questions/concerns arise. This position reports to the Communications Supervisor.

### **ESSENTIAL FUNCTIONS:**

Receive incoming emergency and non-emergency communications from the public, law enforcement officers, departmental employees and commercial organizations via telephone, radio, written materials and video computer terminal. Secure necessary information including the nature, location and severity of the call; determine the priority of the call and adjust the priority based upon the nature of the emergency.

Work under stress with accuracy in a calm and efficient manner, accurately recording pertinent information into computer aided dispatch (CAD) system simultaneously. Respond to situations in a positive and efficient manner.

Dispatch appropriate personnel, apparatus and equipment via radio, computer aided dispatch (CAD) system, departmental intercom or telecommunications equipment; determine the number of units needed and which officer to dispatch according to established guidelines and the nature of the emergency. Maintain contact with customer agency field units to assure safety and efficiency; inform officers of the status of the situation and receive and maintain officer's status and location at appropriate times; respond to units' calls and transmissions appropriately. Gather appropriate information regarding incidents that have occurred on prior shifts from logs, listings and reports. Receive personnel availability status reports and contact agencies regarding the availability of their personnel.

Communicate with citizens, various police agencies, and various other agencies to provide and receive information and services as requested or required; provide excellent customer service.

Provide training and orientation to new employees; assist coworkers as necessary when available; work in a team environment. Attend meetings or training during shift or on overtime as directed.

Operate a variety of department equipment such as a variety of radio and telephone equipment, personal computer, Computer Aided Dispatch (CAD) software, alarm monitoring systems, notification systems, TDD, playback recorders; monitor a variety of safety and security devices such as television camera monitoring equipment, door security recorder equipment, many active radio channels and phone lines including emergency and non-emergency, and relay appropriate information to affected field units.

Enter and update a variety of detailed information into the computer terminal including the nature and location of calls received and premise histories; prepare and maintain various logs, listings, schedules and files; testify in court as required.

Answer incoming calls on emergency and non-emergency lines; determine type of service or information required; obtain and process required information and transmit to appropriate dispatcher according to established guidelines and procedures for priority or emergency calls; initiate requests for services for routine calls received.

Work overtime on a volunteer basis or assigned and mandatory to cover staffing needs. There is more overtime during vacation and/or illness periods and during seasonal workload peaks. May include both extended shift or work on scheduled day(s) off. Range of overtime per payroll period could be 0 to 36 hours. Cover on-call assignments on a voluntary basis or assigned and mandatory to support operational needs.

**QUALIFICATIONS:**

Graduation from high school or equivalent. Ability to perform split ear functions. Two years of experience involving considerable public contact and multi-tasking.

**KNOWLEDGE AND EXPECTATIONS:**

Understand emergency services, communication codes, procedures, and geography of area served.

Read, interpret, explain, apply and follow applicable laws, ordinances, codes, regulations, policies and procedures.

Read and interpret paper and/or electronic maps.

Prepare clear and concise reports using law enforcement report preparation procedures.

Perform limited clerical duties such as filing, duplications and typing.

Work appropriately with confidential material and information.

Keyboarding at 45 words net per minute from clear copy.

Work with speed and accuracy.

Follow safety rules and regulations.

Proficient with Microsoft Office software and database applications, peripheral equipment, fax machine, phone system, radio systems, and teletype.

Communicate efficiently and effectively both orally and in writing using tact, patience and courtesy.

Communicate fluently in English.

Maintain cooperative and effective working relationships with others.

Analyze situations quickly and adopt an effective course of action.

Organize work with many interruptions and multiple tasks to meet schedules and timelines.

**LICENSES, CERTIFICATES AND OTHER REQUIREMENTS:**

Due to the confidential nature and demands of this position, candidates must possess an exemplary personal history and pass a background investigation as part of the pre-conditional

offer of employment.

Maintain Washington State Patrol ACCESS Level I certification.

Completion of FEMA courses IS-100 and IS-700.

**WORK HOURS:** 12 hour shift with 30 minute lunch break and two fifteen minute breaks. Shift is 6 a.m. to 6 p.m., or 6 p.m. to 6a.m. Work 40-hour shift anytime during a seven-day period including holidays. Shift is bid and awarded based on seniority. Rotate through a relief shift.

**PHYSICAL REQUIREMENTS:**

Work overtime on a volunteer basis or assigned and mandatory to cover staffing needs. There is more overtime during vacation and/or illness periods and during seasonal workload peaks. May include both extended shift or work on scheduled day(s) off. Range of overtime per payroll period could be 0 to 36 hours. The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is regularly required to sit at a computer terminal, use hands to and arms to reach, finger, handle, or feel, and finger dexterity necessary to operate equipment used in the position.

The employee is required to talk, see, and hear. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and ability to adjust focus. There is some standing, walking, sitting, bending/stooping, pushing/pulling and minimal lifting associated with the classification as it is currently performed. Ability to travel and attend meetings away from regular work site may be required.

Subject to lifting up to 10 pounds; standing, bending, stooping and reaching or sitting for twelve hour periods, continuous contact with monitors, and noise from communications and office equipment.

Fully adjustable ergonomic chairs; adjustable workstations have a variety of lighting according to individual preference; wrist rest, footrest, and non-glare computer screen.

**ANALYSIS OF PHYSICAL DEMANDS OF POSITION**

<b>Activity</b>	<b>Percentage of time</b>	<b>Activity</b>	<b>Pounds</b>
Standing	Optional	Pulling	10 lbs.
Walking	5% of time	Pushing	10 lbs.
Sitting	95% of time	Lifting	10 lbs.
		Carrying	10 lbs.

**WORKING ENVIRONMENT:** Employee works in an indoor climate-controlled office environment. The noise level in the work environment is usually quiet to normal conversation levels. Work requires extended periods of concentration and sedentary work at a work station. Work is subject to frequent interruptions and normal office noise. Potential hazards are consistent within an office environment.

**MACHINES/TOOLS/EQUIPMENT/WORK AIDS:**

Personal computer, Computer Aided Dispatch (CAD) software, various maps, radio system, copy machines, telephone, fax machine, E-mail, calculators, headsets, printers.

**ADDITIONAL COMMENTS:** The statements herein are intended to describe the general nature and level of work performed by employee(s) in this job title. The statements are not a complete list of responsibilities, duties and skills required of employee(s) in this job title. Furthermore, the

job description does not establish a contract of employment and is subject to change at the discretion of the agency.

PREPARED BY: Cynthia Shaffer, Employee Relations & Risk Manager

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