

CITY OF DURANT JOB DESCRIPTION

Title:	911 Dispatcher	FLSA Status:	Non-exempt
Department:	911 Dispatch	Pay Grade:	5
Reports To:	911 Dispatch Manager		<i>Safety Sensitive</i>

POSITION SUMMARY

This position provides critical assistance to the public by dispatching Police, Fire, or Emergency Medical Services; and to provide responsive, courteous and efficient service to City residents and the general public.

ESSENTIAL FUNCTIONS

The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive. To perform this job successfully, an individual must be able to perform each duty satisfactorily. Other duties may be required and assigned.

1. Using a computer aided dispatch system, receives emergency calls for service from the public requesting police, fire, emergency medical or other service; determines nature and location of emergency, determine priorities, and dispatches necessary emergency units in accordance with established procedures.
2. Transmits and receives messages to and from user agencies via public safety radios, 9-1-1 emergency telephone lines, data terminals and other communications equipment.
3. Maintains contact with all units on duty; maintains status and location of police and fire units.
4. Monitors activities of department staff as well as other emergency service providers and takes appropriate action toward aiding any person exposed to danger or any situation where danger might be impending.
5. Operates public safety communications systems, radio dispatch consoles, and other associated equipment.
6. Maintains contact with callers when required to ascertain current information to aide responders.
7. Provide scene safety instructions to callers who are involved in high risk situations until first responders or law enforcement officers are on scene.
8. Answers non-emergency calls for assistance.
9. Inquires, enters, updates, interprets, verifies, receives and disseminates information from national, state, and local law enforcement computer networks as requested by user agencies for missing persons, stolen property and restraining orders; monitor several complex public safety radio frequencies.
10. Enters, cancels, and/or modifies arrest warrants, protection orders, stolen property, attempts to locate, missing persons and other general law enforcement information into state computer system. Confirms misdemeanor and felony warrants through national and state databases.
11. Creates and maintain accurate records providing documentation for all events and occurrences within the Communications Center.
12. Interprets messages, analyze distances and time periods and communicate the same to others.

13. Assists the Supervisor in training, direction, coordination and evaluation of the activities of trainees.
14. Provides needed backup to other staff members during periods of absence and during peak workloads as directed.
15. Other duties as assigned.

KNOWLEDGE SKILLS AND ABILITIES

1. Ability to use GPS and GIS data relating to landmarks, roads, and businesses.
2. Ability to think and act quickly, accurately and calmly in emergency/stressful situations and handle traumatic details/information related to service calls.
3. Ability to establish and maintain accurate records of assigned activities and operations.
4. Ability and skill to make appropriate decisions quickly.
5. Knowledge of the City's and Department's operating requirements, policies, procedures, and practices; and local, state, and federal regulations related to department programs and operations.
6. Knowledge of computer software including word processing, spreadsheet and database applications consistent for this position.
7. Knowledge of current office practices and procedures and knowledge of the operation of standard office equipment and software.
8. Skill in organizational and time management to prioritize duties to accomplish a high volume of work product while adapting to constant changes in priority.
9. Ability to understand and effectively carry out local policies and procedures; written instructions, general correspondence, and Federal, State, and local regulations.
10. Ability to perform word processing and/or data entry.
11. Ability to perform mathematical calculations required of this position.
12. Ability to perform detailed work accurately and independently in compliance with stringent time limits with minimal direction and supervision.
13. Skill in researching and understanding complex written materials.
14. Ability to prepare and maintain accurate and concise records and reports.
15. Ability to communicate clearly, concisely and effectively in English with staff, administration, and the public in both written and verbal form.
16. Ability to define problems, exercise sound judgment, and address a variety of situations.
17. Ability to think quickly, maintain self-control, and adapt to stressful situations.
18. Ability to maintain professionalism at all times.
19. Ability to maintain confidentiality.
20. Ability to maintain discretion regarding business-related files, reports and conversations, within the provisions of open records laws and other applicable State and Federal statutes and regulations.
21. Ability to establish and maintain effective working relationships with others.
22. Ability to work the allocated hours of the position.

PHYSICAL AND WORK ENVIRONMENT

The physical and work environment characteristics described in this description 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 or as otherwise required by law. Employees needing reasonable accommodation should discuss the request with the employee's supervisor.

- This work requires the occasional exertion of up to 25 pounds of force; work regularly requires sitting, frequently requires standing, speaking or hearing, using hands to finger, handle or feel and repetitive motions and occasionally requires walking, stooping, kneeling, crouching or crawling and reaching with hands and arms.
- Work has standard vision requirements.
- Vocal communication is required for expressing or exchanging ideas by means of the spoken word.
- Hearing is required to perceive information at normal spoken word levels.
- Work requires preparing and analyzing written or computer data and observing general surroundings and activities.
- Work has no exposure to environmental conditions.
- Work is generally in a moderately noisy office setting (e.g. business office, light traffic).
- May require communicating with persons who are hostile, aggressive, abusive or violent, posing threatening conditions.

MINIMUM REQUIRED QUALIFICATIONS

- High school diploma or equivalent.
- Minimum of six (6) months of experience in dispatching or in a customer service position demonstrating extensive telephone or personal contact with the public.

PREFERRED QUALIFICATIONS

- Previous experience in emergency services dispatching.

OTHER REQUIREMENTS

- CPR certification

Nothing in this job description limits management's right to assign or reassign duties and responsibilities to this job at any time. 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. The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.