



## CITY OF POCATELLO CLASSIFICATION SPECIFICATION

### *Dispatcher*

|                          |                                 |                         |
|--------------------------|---------------------------------|-------------------------|
| Department: Police       | Reports to: Dispatch Supervisor | Pay Grade H08           |
| Date Established: 7/2014 | Date Revised: 10/2017           | FLSA Status: Non-Exempt |

#### **CLASSIFICATION SUMMARY**

The Dispatcher receives and processes emergency and non-emergency calls, and dispatches police, fire, medical and other emergency services, using multi-line telephone and 911 systems on an assigned shift. The job requires strong communication skills in order to respond to emergency situations, often under stressful conditions. The job includes data entry of court paperwork into computer systems, knowing where officers are located at all times, maintaining a calm demeanor on the telephone in communicating with callers, and providing proper life saving instructions when needed.

The job requires the dispatcher to receive, evaluate and prioritize requests for emergency and non-emergency service from the public, police, fire and emergency medical services agencies. The job also performs data entry to enter paperwork into the NCIC system including warrants, stolen articles, domestic violence and other legal documentation.

The job requires fast, efficient and accurate response to emergency and non-emergency situations. The job requires a calm demeanor, the ability to “think on your feet”, multi-task, and the ability to listen carefully, comprehend what is being said and disseminate the information quickly. The job requires the ability to maintain a collaborative and cooperative working relationship with elected and appointed officials, other City employees, other organizations, and the general public.

The work environment includes an office environment that at times can be fast-paced, exhilarating and/or stressful, with sometimes loud background noise from radio communications. Shift work is required including nights, weekends and holidays. The work schedule may include ten hour shifts and sometimes more than ten hours to accommodate coverage.

#### **ESSENTIAL DUTIES AND RESPONSIBILITIES *(illustrative only and may vary by assignment)***

Receives, evaluates and prioritizes requests for emergency and non-emergency service from the public, police, fire and emergency medical services agencies and other callers. Interviews the caller, determines the nature of the emergency, the location of the incident and other related information. Dispatches fire units, police units, ambulances and other necessary emergency and non-emergency equipment and personnel to aid officers in the field or the general public. Prioritizes calls in accordance with established policies and procedures and enters the request into the computer-assisted dispatch system. Maintains telephone contact with callers in evolving situations until the arrival of personnel who take control of the incident.

Responds to a variety of incidents and callers which may involve calming emotionally upset individuals, responding to irate and abusive calls, and assisting callers with language differences to communicate in a way to be understood. Determines from phrasing, vocal stress and level of cooperation the condition of the caller to provide a proper level of response to ensure the safety of the caller and responders.

Enters information into and retrieves information from computer and files as reference material or current information pertaining to calls. Maintains accurate log of calls, activities, reports, request and related information. Retrieves and provides information from the National Crime Information Center (NCIC) to requesting field units.

Keeps immediate supervisor and designated others fully and accurately informed concerning work progress, including present and potential work problems and suggestions for new or improved ways of addressing such problems. Provides assistance, information and answers questions from the public.

Performs other duties as assigned. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this position at any time.

### **CLASSIFICATION REQUIREMENTS**

The requirements listed below are representative of the minimum knowledge, skill, and/or ability required for an individual to satisfactorily perform each essential duty and be successful in the position.

#### **Knowledge of:**

- Current communications, dispatch, and computer systems;
- Telephone call-handling techniques;
- Customer Service techniques;
- Radio transmission procedures to produce effective communication;
- Federal (FCC), City, Department and other applicable policies, rules, and regulations;
- Police, fire, and emergency medical dispatch procedures;
- Geographical layout of the city and surrounding areas;
- Department organization, policies and procedures;
- Specialized and computer-aided dispatch (CAD) operating system and multi-line telephone system;
- Operation of a personal computer and job-related software;
- Federal regulations and City policies regarding safe work practices.

#### **Skill and Ability to:**

- Make decisions related to dispatching emergency personnel under stressful work conditions;
- Listen and retain information communicated in emergency calls;
- Establish and maintain effective working relationships with supervisors, subordinate and other City employees, and the general public;
- Communicate clearly and concisely, orally and in writing;
- Operate specialized computer-assisted dispatch (CAD) communications equipment, criminal information retrieval systems, and a multi-line telephone system;
- Prepare accurate and grammatically correct written reports;
- Respond to citizen requests in a courteous and effective manner;
- Operate a personal computer and job-related software and applications;
- Multi-task;
- Communicate effectively in the English language at a level necessary for efficient job performance;
- Perform all duties in accordance with City policies and procedures with regard for personal safety and that of other employees and the public.

### **ACCEPTABLE EXPERIENCE, TRAINING, LICENSES AND/OR CERTIFICATIONS**

- High school diploma or GED; and
- Customer service experience in stressful situations is helpful;
- Successful completion of Police Department background check, CVSA and drug screening is required;
- Emergency Medical Dispatch Certification and CPR Certification is preferred;
- Idaho Law Enforcement Teletype System (ILETS) and NCIC Certification is preferred.

An equivalent combination of education and experience that provides the required skills, knowledge and abilities to successfully perform the essential functions of the position may be considered.

## **PHYSICAL REQUIREMENTS**

While performing the duties of this classification, the employee is frequently required to stand, walk and sit for extended periods of time. The job requires hand/finger dexterity to handle materials, manipulate control mechanisms, keyboard, radio equipment and reach with hands and arms. The job requires operation of a computer and job-related equipment. The employee must occasionally lift and/or move up to 25 pounds with assistance. Sufficient visual acuity and hearing capacity to perform the essential functions, communicate clearly and effectively and interact with the public is required. While performing the duties of this classification, the employee may be impacted by fast-paced and stressful emergency conditions. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.