

PUBLIC SAFETY DISPATCHER

Regional Communications Department

JOB DESCRIPTION

POSITION SUMMARY:

Provides 911 response and dispatch services for City residents and for other contracting agencies.

DISTINGUISHING CHARACTERISTICS:

This position has no supervisory responsibilities. This position is expected to exercise sound judgment within guidelines in the disposition of daily activities.

ESSENTIAL DUTIES:

- Answers non-emergency and emergency (911) calls.
- Obtain, interpret, process and relay accurate information via department protocols utilizing Emergency Medical Dispatch (EMD) and Computer Aided Dispatch (CAD) systems for both Police and Fire disciplines.
- Calms, negotiates, and communicates with callers; provides lifesaving medical instructions.
- Dispatches officers to various emergency sites for various agencies following various protocols.
- Enters warrants, lost/stolen property, vehicle repo, and missing person's information into ACJIS NCIC database.
- Maintains and files records.
- Provides emergency instructions as needed.
- Tracks public work orders and property watches.
- Updates business names and addresses into CAD portion of system.
- Runs criminal histories, vehicle registrations, driver's licenses, and warrants as requested by Police Officers.
- Attends meetings and training sessions.
- Trains new dispatchers and call takers.
- Performs other duties as assigned.

QUALIFICATIONS:

Education and/or Experience:

Possess any equivalent combination of education, experience, and training which provides the knowledge and abilities necessary to perform the essential functions of the position.

Licensing, Certification, and Other Requirements:

Possess a valid Arizona driver's license; be at least 18 years of age; pass a pre-employment drug test, truth certification, and psychological test; pass a background check; complete all required training within first 12 months of hire; types at least 40 words per minute; hold (or obtain) CPR, EMD, and ACJIS certifications within required time frames; and recertifies and retests as required.

City of Prescott employees should seek to uphold the City's core beliefs throughout their day-to-day business and with every customer they come in contact with, both internal and external.

Our core beliefs are: *Act with Integrity, Work as a Team, Have Personal Commitment and Loyalty, Solve Problems, Take Pride In Excellent Results, High Level of Productivity and Being Nice.*

KNOWLEDGE, SKILLS, AND ABILITIES:

- Knowledge of Regional Communications Center administrative and operational policies and procedures.
- Knowledge of applicable Department, partner agency, federal, state, and local laws and ordinances.
- Knowledge of R-911.
- Knowledge of principles and practices of the Arizona Criminal Justice Information System (ACJIS).
- Knowledge of applicable police and ambulance dispatch procedures and public safety agency rules, regulations, and methods of operation.
- Knowledge of the code and plain-talk systems used by law enforcement, fire, and emergency medical agencies.
- Knowledge of the operation of dispatch consoles, 911, two-way radio, TDD, computer, and records systems.
- Knowledge of the principles and practices of emergency dispatching, including emergency medical dispatching.
- Knowledge of the streets, highways, common-place names, and geography of the region.
- Skill in reading maps, using computer keyboards, typing, and maintaining electronic files and records.
- Skill in using the Arizona Criminal Justice Information System (ACJIS) (ACIC/NCIC).
- Skill in negotiating.
- Skill in communicating, both verbally and in writing, to both individuals and groups.
- Ability to remain calm during emergencies.
- Ability to simultaneously interact with several people from varying agencies.
- Ability to assess situations and act in accordance with the level of urgency.
- Ability to type 40-words per minute (wpm).

PHYSICAL DEMANDS AND WORKING CONDITIONS:

- Work is performed in a City dispatch center.
- Safely operates required Communications Center equipment as needed.
- Clearly, concisely, and effectively communicates both in person and over two-way radio as well as via computers and telephones.
- Work conditions are demanding with respect to emergency or challenging situations, with exposure to unusual fatigue factors, with irregular and unpredictable hours, and with noisy distractions from simultaneous events while working on multiple computer systems and monitors.
- Requires sitting for extended periods of time with limited or no breaks.
- Work is performed dealing with crisis situations that require making major decisions involving people, resources, and property.

The following physical abilities are required to perform the work asked of this position:

- **Hearing 1** – perceiving sounds at normal speaking levels, receive information.
- **Hearing 2** – receive detailed information, make discrimination in sound.
- **Manual Dexterity** – picking, pinching, typing, working with fingers rather than hand.

- **Mental Acuity** – ability to make rational decisions through sound logic, deductive reasoning.
- **Reaching** – extending hands or arms in any direction.
- **Repetitive Motion** – substantial movements of wrists, hands, fingers.
- **Speaking** – expressing ideas with spoken word, convey detailed, important instructions accurately, concisely.
- **Talking 1**- expressing ideas by spoken word.
- **Visual Acuity 1** - prepare, analyze data, transcribing, computer terminal, extensive reading.
- **Visual Acuity 2** - color, depth perception, field of vision.
- **Visual Acuity 3** - determine accuracy, neatness, observe facilities/structures.

When advised, reasonable accommodations will be made in order for an “otherwise qualified applicant” with a disability to participate in any phase of the selection process. The City of Prescott is an Equal Employment Opportunity employer.

Pay Grade: 109
Pay Range: 44212.85 - 66319.28
FLSA Status: Non-exempt
Safety Sensitive (Y/N):
Last Revision Date: 07/01/2022