

City of Willcox

Job Description

Job Title: Public Safety Dispatcher

Department: Public Safety

Reports To: Public Safety Communications Supervisor

FLSA Status: Non-Exempt

Summary Receives and dispatches emergency and routine calls for police, fire, ambulance, and other emergency services by performing the following duties.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

- Answers emergency 911 and non-emergency calls for service from the public and evaluates calls and determines need for assistance.
- Dispatches appropriate police, fire, emergency medical, public works, and humane personnel; dispatches medical helicopter as required.
- Coordinates with emergency response personnel and/or outside agencies to ensure the provision of timely assistance to callers.
- Operates radio console to dispatch law enforcement personnel and maintain contact with emergency response personnel working in the field.
- Provides and receives information regarding the nature and location of calls for service and criminal/civil incidents.
- Documents and maintains accurate dispatch records and information regarding time, nature of calls for service, and actions taken; prepares daily dispatch activity report.
- Operates and maintains Communications Center equipment including ACJIS system.
- Enters, updates and retrieves crime related information from computer and teletype networks.
- Performs background checks in relation to calls for service and provides related information to law enforcement personnel working in the field.
- Enters court documents including warrants, subpoenas, and court orders into departmental computer system and/or appropriate logs; processes paperwork for Police Officers; files and maintains departmental records and documentation.
- Provides customer service to the public at the front counter assisting individuals requiring directions, and providing vouchers to travelers.
- Answers administration line and takes messages for departmental staff as required.
- Performs other duties as assigned or required.

Competencies

To perform the job successfully, an individual should demonstrate the following competencies:

- **Problem Solving** - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.
- **Oral Communication** - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.
- **Written Communication** - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.
- **Ethics** - Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values.
- **Dependability** - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals; Completes tasks on time or notifies appropriate person with an alternate plan.

Qualifications: To perform this job successfully, an individual must be able to perform each essential

duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience: High school diploma or general education degree (GED); or one to three months related experience and/or training; and equivalent combination of education and experience.

Language Skills : Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.

Reasoning Ability: Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

Computer Skills: To perform this job successfully, an individual should have knowledge of Database software; Internet software; Spreadsheet software and Word Processing software.

Certificates, Licenses, Registrations

ACJIS Terminal Operator Certification is required within the first six months of hire.

Physical Demands 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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to sit and talk or hear. The employee is frequently required to stand; use hands to finger, handle, or feel and reach with hands and arms. The employee is occasionally required to walk. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision and ability to adjust focus. Work is performed in a dispatch center environment. Must be able to sit/stand for extended periods of time. Exposure to stressful situations and high voltage equipment. May be required to perform strip search of arrested subjects.

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.

The noise level in the work environment is usually moderate.

This description is intended to indicate the kinds of duties and responsibilities which will be required of employees in this position. It is not intended to be inclusive of all possible duties and responsibilities, and is not intended to limit in any way the right of any supervisor to assign, direct and control the work of employees under their supervision.