

## **PUBLIC SAFETY DISPATCHER**

### **GENERAL DEFINITION AND CONDITIONS OF WORK:**

Performs intermediate technical work receiving public complaints and dispatching police/fire equipment and personnel sometimes in response to emergency situations; does related work as required. Work is performed under regular supervision.

This is sedentary work requiring the exertion of up to 10 pounds of force occasionally and a negligible amount of force frequently or constantly to move object, and some light work requiring the exertion of up to 20 pounds of force occasionally, up to 10 pounds of force frequently, and negligible amount of force constantly to move objects; work requires reaching, fingering, grasping, and repetitive motions; vocal communication is required for conveying detailed or important instructions to others accurately, loudly, or quickly; hearing is required to receive detailed information through oral communications and/or to make fine distinctions in sound; visual acuity is required for preparing and analyzing written or computer data, determining the accuracy and thoroughness of work, and observing general surroundings and activities; the worker is not subject to adverse environmental conditions.

### **ESSENTIAL FUNCTIONS/TYPICAL TASKS:**

Receiving complaints by telephone, screening and classifying problems, transmitting radio messages and dispatching police/fire units to handle such complaints if necessary.

Obtains pertinent information regarding complaints and relays information to police officer, fire department, or other appropriate agency answering the complaint.

Records information for each received complaint on CAD or control cards and ensures the accuracy of such information.

Provides routine assistance to citizens supplying information or directing them to proper authority.

Monitors police/fire units and remains familiar with the location of each unit handling a complaint, a fire, a criminal offense, vehicle crash, a traffic violation, a rescue operation, or a medical assistance call.

Assists in the coordination of services as requested by field officer (i.e., wreckers, utility crews, other departmental personnel, etc.).

Operates computer terminals, searches files, monitors alarm systems, updates records, sends messages to other jurisdictions and obtains information requested by police/fire and investigative units.

Serves as police/fire records clerk as required.

Performs related tasks as required.

### **KNOWLEDGE, SKILLS AND ABILITIES:**

Thorough knowledge of the methods of operating the communications system; some knowledge of police/fire methods, practices and procedures; general knowledge of radio and teletype procedures; general knowledge of the geography of the City and location of important buildings; ability to speak distinctly; ability to deal with the public under trying conditions; ability to operate communication consoles; ability to acquire and relay information accurately; ability to prepare and maintain accurate detailed records; ability to type 40 WPM on both a typewriter and computer.

### **EDUCATION AND EXPERIENCE:**

Any combination of education and experience equivalent to graduation from high school. Some experience in police records or dispatching preferred, but not required.

### **SPECIAL REQUIREMENTS:**

N.C.I.C. and TIES Certification or the ability to obtain certification within 6 months of hire. Required to be a United States citizen. Have no felony convictions. Possession of an appropriate driver's license valid in the State of Tennessee.