

DISPATCHER I

Revised: January 2007; February 2002; August 1999; September 1997; June 1996; October 1994; August 1994; November 1993; May 1993

Department: Combined Communications

Section:

Reports to: Telecommunicator Supervisor

Approved by:

(1) EMPLOYEE'S SIGNATURE _____

(2) DEPT. HEAD'S SIGNATURE _____

DESCRIPTION OF WORK

General Statement of Duties: Performs tasks necessary for the operation of a Combined Communication Center, which serves the Fire Department (urban and rural), County Sheriff's Department, Bismarck Police Department, Emergency Management Agency, Ambulance Service (urban and rural), and any other agency deemed necessary by the Combined Communications Center Board of Directors, for the receipt and transmission of radio and telephone messages over various systems and for the performance of related tasks. Disposition of calls is completed in accordance with established procedures, governed by the Board of Directors and the Federal Communications Commission Rules and Regulations (FCC). An employee of this class must exercise judgment, using knowledge of emergency medical procedures, safety, rescue, fire and police service policies, and geographic layout of the city and county. This is the first level of a two level series. It is distinguished from the higher level in that incumbents are not required to supervise other but may be assigned to train and mentor new employees.

Supervision Received: Works under the direction of the Communications Manager and supervision of the Telecommunicator Supervisor or acting lead worker. Work is reviewed by observation, monitoring of the operation, and review of records and reports with evaluations annually.

Supervision Exercised: None

EXAMPLES OF WORK: An asterisk (*) denotes those functions important and essential in accomplishing the purpose of this job. Some of the reasons why a function could be considered essential are: 1. The position exists to perform the function. 2. There are a limited number of other employees available to perform the function, or among whom the

DISPATCHER I (CONT'D)

function can be distributed. 3. A function is highly specialized and the person in the position is hired for special expertise or ability to perform it.

- *A1 35% Receives and transmits telephone and radio (public safety systems messages, citizens band radio, marine radio, and local government systems) messages to and from units operating in the field, receives requests from units and provides follow-up services to units requesting additional information, services, or personnel and maintains awareness of the availability, location, and status of patrol, ambulance, and fire units.
- *B2 25% Answers incoming calls via E-911 and other emergency lines; should the call require an operational decision, the call will be referred to the Shift commander of the appropriate department; dispatches patrol cars, emergency vehicles and equipment as necessary; transfers or refers non-emergency calls to appropriate agency.
- *B2 20% Operates various methods of communications and equipment including, but not limited to: computer aided dispatch, two-way radio, state-wide teletype, national Crime Information Center, Triple Interstate, NAWAS, City/County Paging System, Emergency Alert System, Hearing Impaired TDD, and other systems as required for the effective operation of the Center.
- *A1 5% Monitors burglary, fire, and other alarms for activity; assigns responses as necessary; monitors all closed circuit television screens.
- *A1 4% Broadcasts pick-up notices for wanted or mission persons, stolen vehicles, suspect vehicles, and all other pertinent information to law enforcement units.
- *A1 4% Maintains various logs of communications; records, files, and reports as necessary in accordance with FCC Rules and Regulations and Center's established procedures.
- *A1 4% Responds to Emergency Management situations such as severe weather, hazardous chemical spills, and major disasters or emergencies, as necessary.
- A1 3% Performs variety of clerical duties including typing, database entry, and filing as necessary.

Performs other duties of a comparable level/type as required.

MINIMUM QUALIFICATIONS

Education and Experience: High school diploma or equivalent (GED). Must display competence in the use of computers and have the ability to type on a computer keyboard at the rate of 30 wpm. All applicants will be required to pass a spelling test. Applicants will also be required to submit to testing on Microsoft Word, Windows and Access to demonstrate computer competency. Preference will be given to those working in, or with experience working in, a public safety communications center with functions like those listed in the above Examples of Work.

DISPATCHER I (CONT'D)

NOTE: Preference will also be given to those applicants that graduated from an accredited telecommunications technical college and to those applicants who are certified in NCIC (National Crime Information Center).

Special Requirements: Before final offer of employment the applicant must have a thorough background check which includes but is not limited to: submission of a completed applicant fingerprint card to the FBI Identification Division through the state identification bureau, and a review of state arrest and national arrest, driver's license abstract, and fugitive files. Must comply with Department's Interpersonal Relationship Performance Standard.

Required Certifications: Required to attain and maintain through the Department certification, and any required recertification, in the following:
Heartsaver CPR within one year with annual recertification
NAED Emergency Medical Dispatch within two years with recertification every 2 years
APCO Basic Telecommunicator Course within one year
NCIC certification within three months

Required Knowledge, Skills and Abilities:

Considerable knowledge of the methods and procedures of radio communication.

Considerable knowledge of radio communication equipment and its operation.

Considerable knowledge of modern office practices and procedures.

Considerable knowledge of the city street system, beat or patrol sectors, and geography of the city, county, and adjacent areas.

Ability to think clearly and act quickly and calmly in emergency situations.

Ability to make decisions quickly and transmit these to units in the field in a clear manner in emergency situations.

Ability to perform work requiring good hearing, good diction, and a clear voice.

Ability to understand and follow complex oral and written instructions.

Ability to establish and maintain effective working relationship with subordinates, other personnel, agencies, and the public.

Ability to keep accurate records, operate a teletype, typewriter, computer and any other communication equipment as deemed necessary with reasonable speed and proficiency.

Thorough understanding of public safety and local government procedures and operations.

DISPATCHER I (CONT'D)

Skill in communication and interpersonal skills as applied to interaction with co-workers, supervisors, general public, etc. sufficient to exchange or convey information and to receive work direction.

The physical activities of this position are:

Crawling: Moving about on hands and knees or hands and feet.

Reaching: Extending hand(s) and arm(s) in any direction.

Fingering: Picking, pinching, typing or otherwise working primarily with fingers rather than with the whole hand or arm as in handling.

Grasping: Applying pressure to an object with the fingers and palm.

Feeling: Perceiving attributes of objects, such as size, shape, temperature or texture by touching with skin, particularly that of fingertips.

Talking: Expressing or exchanging ideas by means of the spoken word. Those activities in which they must convey detailed or important spoken instructions to other workers accurately, loudly, or quickly.

Hearing: Perceiving the nature of sound with no more than a 25 db per tone audiogram loss @ 500 Hz tones across the complete audiogram spectrum to 6,000 Hz without correction in both ears. Ability to receive detailed information through oral communication, and to make fine discriminations in sound, such as when making the fine adjustments on machined parts. (Hearing needs to be near perfect to hear on a headset).

Repetitive motions: Substantial movements (motions) of the wrists, hand and/or fingers.

The physical requirements of this position are:

Light Work: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds frequently, and/or a negligible amount of force constantly to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for Sedentary Work and the worker sits most of the time, the job is rated for Light Work.

The visual acuity requirements including color, depth perception and field of vision for this position are:

MACHINE OPERATORS (including inspection), INSPECTION, CLOSE ASSEMBLY, CLERICAL, ADMINISTRATIVE: This is a minimum standard for use with those whose work deals largely with preparing and analyzing data and figures, accounting, transcription, computer terminal, extensive reading, visual inspection involving small parts, operation of machines (including inspection), using measurement devices, assembly or fabrication of parts at distances close to the eyes.

DISPATCHER I (CONT'D)

The conditions the worker will be subject to in this position are:

The worker is subject to inside environmental conditions: Protection from weather conditions but not necessarily from temperature changes.

None: The worker is not substantially exposed to adverse environmental conditions (such as in typical office or administrative work).