



MASTER SPECIFICATION

JOB INFORMATION

| | |
|---------------------|---------------------------------|
| Date: | 1/17/2018 6:20:52 PM |
| Official Title: | Public Safety Dispatcher Master |
| System Affiliation: | |
| Employee Category: | |
| Pay Grade: | Pay Grade 2 |
| Scheduled Hours | |
| Job Code: | 753566 |
| Job Family: | Public Safety |

JOB SUMMARY

The Public Safety Dispatcher provides dispatch services for the department of Public Safety using a multi-line telephone system to receive and relay information to appropriate units. This position is also responsible for creating and logging incident reports.

NATURE OF WORK

The Public Safety Dispatcher is responsible for operating the Department of Public Safety communications system, maintaining contact with all officers, parking facilities management personnel, and monitoring scanners for relevant information from local public safety and governmental entities. This position is also responsible questioning callers to obtain sufficient information to notify responsible parties in emergency situations and to conduct confidential information searches as requested. Job responsibilities require the ability to maintain a proper sense of priorities when confronted by multiple calls and the ability to think clearly in emergency situations such as fire, medical and crimes in progress. Work is performed under immediate supervision working within guidelines or traditional practice. Problems and decisions faced in this position address non-routine questions and situations, often requiring analysis of the situation. The Public Safety Dispatcher must demonstrate the ability to make decisions accurately and rapidly that may affect life or loss of property.

Distinguishing Characteristics

Examples of Duties

Essential Functions

Answers incoming telephone calls on a multi-line system and accesses the NCIC (National Crime Information System) as needed. Disseminates all relevant information to appropriate persons via telephone or two-way radio to answer questions.

Enters and retrieves data from calls on a computerized data terminal.

Contacts external agencies such as paramedic, fire, ambulance, animal control and police services to handle critical incidents.

Monitors intrusions, emergency telephones, fire-alarm systems and closed circuit television equipment.

Contacts appropriate personnel to ensure the safety and protection of persons and property.

Prioritizes incident reports and maintains an accurate log to meet Federal, State and institutional requirements.

Inputs and retrieves pertinent information from a computerized database to assist an institution's staff and the general public.

Utilizes and complies with proper security and radio procedures.

Performs other job related duties as assigned.

Additional Responsibilities

May communicate scheduled and emergency utility outages to departments.

May be required to work closely with other dispatch centers.

Performs other functions as required or assigned. Also complies with all Policies and Standards.

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

| <i>Education Level</i> | <i>Field of Study</i> | <i>Req</i> | <i>Pref</i> | <i>And/Or</i> |
|----------------------------------|---|------------|-------------|---------------|
| Vocational or technical training | Additional related education or training of up to eighteen (18) months beyond high school | X | | |

Additional Experience

Check here if experience may substitute for some of the above education and describe how.

X

Work Experience

| <i>Experience</i> | <i>Experience Details</i> | <i>Req</i> | <i>Pref</i> | |
|-------------------|--|------------|-------------|--|
| Minimum 6 months | General public contact work experience | X | | |

Licenses and Certifications

| <i>License or Certification</i> | <i>Time Frame</i> | <i>Req</i> | <i>Pref</i> | |
|---|-------------------|------------|-------------|--|
| Associate of Public Communication Professionals (APCO) certification as outlined in Chapter 24, Article 6, Section 5 of the State Code of West Virginia | | X | | |