

**CITY OF WEST WENDOVER – POLICE DEPARTMENT
JOB CLASSIFICATION**

PUBLIC SAFETY DISPATCHER

STARTING SALARY: \$12.45 to \$15.14/Hr, D.O.Q. SALARY RANGE: \$12.45 to \$21.31/Hr
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POSITION DESCRIPTION

Under general and direct supervision of the Lead Dispatcher and the Chief of Police, performs the full range of operational duties required in dispatching public safety personnel and equipment. Responsible for receiving routine and emergency calls and transmitted messages via radio, 9-1-1 emergency phone lines and data terminals. Is responsible for appropriate dispatching of public safety personnel in regards to information received and the dissemination of such information to appropriate personnel.

EXEMPLARY DUTIES/RESPONSIBILITIES

Performs technical communication work including: Transmitting and receiving messages via public safety radios, 9-1-1 emergency telephone lines, data terminals and other communications equipment. Monitors and maintains status of assigned public safety personnel and equipment; may initiate actions to ensure adequate area-wide protection. Analyzes situations accurately and takes effective action to help assure field safety. Receives reports of situations, which may result or have resulted in various types of emergencies and coordinates the dispatching of emergency vehicles and public safety personnel. Reads and utilizes computer codes, formats and displays. Inquires, interprets, verifies, receives and disseminates information from national, state and local law enforcement computer networks. Maintains records and prepares reports of calls received and actions taken as necessary.

QUALIFICATIONS

Education/Experience. Any combination of education and experience providing the required skill and knowledge for successful performance would be qualifying. Typical qualifications would be equivalent to:

1. High School Diploma.
2. Two (2) years' of progressively responsible work in a communications (emergency or non-emergency) environment including operation of communication equipment, protocols and appropriate policies and procedures related to such operation.

Knowledge. Operation of computer systems and/or public safety computer systems, video display terminals, radio dispatching equipment and consoles, 9-1-1 telephone systems and/or other associated public safety communication equipment. Knowledge of community roads, streets, highways, area geography, major structures and public facilities within the city.

Skill. Ability to successfully process information, effectively use computer systems and telecommunications equipment, interpret and apply rules, regulations and policies and procedures of an organization. Ability to prepare clear, concise and understandable written documents. Read, write, and speak in a clear, concise and legible manner including use of appropriate grammar. The ability to coordinate multiple tasks and events simultaneously including the ability to respond to such tasks and events. Ability to read and interpret written instruction and map documents. Establish and maintain effective working relationships with coworkers, supervisors other agency personnel and the public. Ability to accomplish tasks in a controlled and effective manner while working under stress. Ability to learn from and understand techniques and methods used in a public safety communications environment. Bi-lingual ability is preferred but is not a requirement.

Note. This job specification should not be construed to imply that these requirements are the exclusive standards of the position. Incumbents will follow any other instructions and perform any other related duties as may be required by their supervisor.

The incumbent must possess a valid drivers license or be able to acquire such license within the probationary period, and may be subject to an annual driving record review in addition to an appropriate background investigation and drug/alcohol testing per the West Wendover Employee Personnel Manual.

This position will require the ability to work weekends, rotating shifts, holidays and/or overtime as well as responding to call outs (day or night) as required.

CONTROLS OVER THE POSITION

This position is under the direct supervision of the Lead Public Safety Dispatcher, who will provide general and specific guidelines and objectives to be used in executing the duties of the position.

PERFORMANCE AND EVALUATION

The employee will be evaluated on quantity and quality of work and the manner in which personal characteristics are brought to bear on that work. Performance evaluations will be performed as specified by the West Wendover Employee Personnel Manual.

The City of West Wendover is an Equal Opportunity Employer
This is a non-exempt position under FLSA.