

**CITY OF WEST WENDOVER
POLICE DEPARTMENT
PUBLIC SAFETY DISPATCHER**

POSITION DESCRIPTION

Under general and direct supervision of the Lead Dispatcher, the Chief of Police, or the Chief's designee, 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.

CHAIN OF COMMAND

The Public Safety Dispatcher shall report any and all matters through the appropriate channel of communications, i.e., the appropriate persons as required by City policy.

DISTINGUISHING CHARACTERISTICS

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.

ESSENTIAL FUNCTIONS

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

High School Diploma; One (1) year 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; or class-work related studies and/or ability to learn operating procedures quickly.

Knowledge/Skill. 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.

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.

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Special Requirements And Licensing. Must possess at a minimum a valid Class C Nevada (Utah, if residing in Utah) Driver's License or an equivalent from another state. If using an equivalent, must be able to obtain at a minimum a Nevada (or Utah, if residing in Utah) Class C license within 30 days as a condition of employment.

Must be a U.S. citizen, or have the legal right to work in the United States;
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.

Background Investigation: Due to the nature of this position, a background investigation may be conducted by the City as required, in order to establish suitability for employment.

WORKING CONDITIONS

Ability to tailor work hours to needs of department: *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.*
Smoke-free working environment. Work environment is generally clean with limited exposure to conditions such as dust, fumes, odors, or noise. Frequent interruptions to planned work activities may occur; special needs from department heads, co-workers or public.

PHYSICAL DEMANDS

The physical requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of the job: Ability to work in high stress, demanding situations with numerous interruptions. Strength, dexterity, coordination, and vision to use a keyboard and video display terminal for prolonged periods. Strength and stamina to bend, stoop, sit, and stand for short periods of time. Dexterity and coordination to handle files and single pieces of paper; periodic lifting of files, stacks of paper or reports, references, and other materials. Some reaching for items above and below desk level. Some bending, reaching, squatting, and stooping is necessary. The ability to communicate via telephone. Light lifting (25 to 50 pounds) is periodically required..

CONTROLS OVER THE POSITION

The Public Safety Dispatcher shall report any and all matters through the appropriate channel of communications, i.e., the appropriate persons as required by City policy.

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 City Policy.

Testing: A basic skills test may be conducted as part of the interview process and may include: Basic computer operation including typing and program usage such as word processing and spreadsheet programs, 10-key usage as well as basic accounting knowledge and application.

In compliance with applicable disability laws, reasonable accommodations may be provided for qualified individuals with a disability who require and request such accommodations. Incumbents and individuals who have been offered employment are encouraged to discuss potential accommodations with the employer.

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.

FLSA Status: Non Exempt

“The City of West Wendover is an Equal Opportunity Provider”

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