

**Jefferson County
Job Description**

Position Title:	Public Safety Dispatcher II	Grade Level:	V
Department	Emergency Communications	Date:	
Reports to:	Director of Communications	FLSA Status	Non-exempt

Statement of Duties: Employee is responsible for receiving, assessing, assisting and disbursing all enhanced emergency and non emergency calls for services and dispatches to the appropriate Public Safety agency. Employee is required to perform all similar or related duties.

Supervision Required: Employee works under the general supervision of the Director of Emergency Communications and the immediate supervision of the Supervising Public Safety Dispatcher. The employee is familiar with the work routine and uses initiative in carrying out recurring assignments independently. The supervisor provides instruction as needed. Employee refers unusual situations to the supervisor for advice and further instructions. Supervisor reviews and checks work to insure that completed work and methods used are technically accurate and that instructions are being followed. In many cases, the work is self checking, for example, requiring field units to answer a radio call and acknowledge radio traffic before proceeding.

Supervisory Responsibility: Employee, as a regular and continuing part of the job does not supervise other employees.

Confidentiality: Employee has access to confidential information of the department, including criminal investigations.

Accountability: Consequences of errors, missed deadlines or poor judgment may include time loss, adverse public relations, jeopardize programs, monetary loss, labor/material costs, danger to public health/safety, officer safety, and legal repercussions.

Judgment: Numerous standardized practices, procedures, or general instructions govern the work and in some cases, may require additional interpretation. Judgment is needed to locate, select, and apply the most pertinent practice, procedure, regulation or guideline.

Complexity: The work consists of a variety of duties which generally follow standardized practices, procedures, regulations or guidelines. The sequence of work and/or the procedures followed vary according to the nature of the transaction and/or the information involved, or sought, in a particular situation.

Work Environment: Work is performed in a communications environment, wearing a headset and speaking to the public in sometimes stressful situations, operating equipment, radio soncoles, telephones and computer systems; sustained posture in a seated position for prolonged period of time. Employee may be exposed to biohazards, emotional stress, and risk of personal injury.

Nature and Purpose of Relationships: Relationships are constantly with co-workers and the public. The employee serves as a spokesperson or recognized authority of the organization in matters of substance or considerable importance. The employee communicates departmental

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practices, procedures, regulations or guidelines. May be required to discuss controversial matters where tact is required to avoid friction and obtain cooperation.

Occupational Risk: Duties of job present little potential for injury to employee. Risk exposure is similar to that found in typical emergency dispatch centers.

Essential Functions:

The essential functions or duties listed below are intended only as illustrations of the various type of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

1. Provide effective, efficient, prompt and courteous emergency communications with the public and public safety agencies of Jefferson County.
2. Make rapid and accurate determination of the nature of each call and the degree, severity, and location of any emergency.
3. Refer non-emergency callers to the appropriate agency or other resource.
4. Question emergency callers to elicit complete and accurate information necessary for emergency response and creates appropriate incident card or CAD event.
5. Select emergency response units and properly alerts response unit(s) in exact accordance with established user agency policies and procedures.
6. Maintain current status on all field units.
7. Closely monitor any situation presenting a potential danger to the life or safety of field personnel and takes immediate action to dispatch assistance as required.
8. Maintain radio contact with field units and enforces proper channel control, discipline, and courtesy.
9. Maintain records and logs reflecting the outcome and details of emergency incidents.
10. Participates in periodic training and evaluation activities to establish and maintain a high level of proficiency.
11. Assists in providing in-service training to, and evaluation of, Public Safety Dispatch trainees.
12. Completes special projects to enhance the overall environment as assigned by the Supervising Public Safety Dispatcher.

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13. Must be available to work evenings, weekends, holidays and for call back when needed.

Recommended Minimum Qualifications:

Education and Experience: Position requires a high school diploma or equivalent, and three to five (3-5) years of experience as a Public Safety Dispatcher; or any equivalent combination of education, training and experience which provides the required knowledge, skills and abilities to perform the essential functions of the job.

Special Requirements: Must successfully complete the APCO Basic Dispatcher course and WEAPON certification course within the first year of employment, and successfully complete MPDS EMD course during training. Must have a valid West Virginia Operator's License thirty days from date of hire.

Knowledge, Abilities and Skill

Knowledge: Laws, codes, regulations, policies and procedures pertaining to emergency telecommunications, first aid and first responder practices and procedures, geographical layout of the County.

Abilities: Operate multi-line telephone system, multiple radio channels and multiple computer terminals. Ability to interact effectively and appropriately with the public and other personnel, hear, understand, and respond to emergencies quickly and appropriately, deal with stressful situations, and maintain confidential information.

Skills: Communication, assessing situations, multi-tasking, and dispatching and recording information.

Physical and Mental Requirements

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the position's essential functions.

Physical Skills: Little or no physical demands are required to perform the work. Work effort principally involves sitting to perform work tasks, with intermittent periods of stooping, walking, and standing. There may also be some occasional lifting of objects such as ledger books, photocopy and computer paper.

Motor Skills: Position requires minimal motor skills for activities such as: operating a personal computer and/or most other office equipment, typing and/or word processing, filing, moving objects, sorting of papers or operating a motor vehicle.

Visual Skills: Position requires routine reading of documents, and reports for understanding, color vision needed.