JOB DESCRIPTION

COMMUNICATIONS DISPATCHER

Department:	Police	**Classification/Grade:**	16B
Division:		**FLSA Status:**	Non-Exempt
Reports to:	Dispatch Support Services Manager	**Safety Sensitive:**	Yes
		Bargaining Unit:	Teamsters Local 14
		Date Approved:	2002

Job descriptions/specifications are only intended to present a descriptive summary of the range of duties, tasks, and responsibilities associated with a specified position. Therefore, descriptions/specifications may not include all duties performed by the individual. In addition, descriptions/specifications are intended to outline the minimum qualifications necessary for entry into the position/class and do not necessarily convey the qualifications of incumbents within the position/class.

DEFINITION

Actively support and uphold the stated mission and values of the City of Mesquite and the Police Department. Perform a variety of duties involved in the operation of the emergency services systems and various communication devices to receive, route, relay and dispatch calls for emergency and non-emergency law enforcement, ambulance, fire and other services.

ESSENTIAL JOB FUNCTIONS AND RESPONSIBILITIES

(Essential functions are those functions that the individual who holds the position must be able to perform unaided or with the assistance of reasonable accommodation.)

1. Serve as a representative of the City of Mesquite, demonstrating a positive attitude and progressive actions through the display of professionalism, courtesy, and appropriate tact and discretion in all interactions with other employees and with the public.
2. Assist the public and police officers and outside agencies.
3. Dispatch 911 fire & rescue calls for multiple agencies.
4. Dispatch animal control calls.
5. Monitor radios, jail and security cameras.
6. Interact with public and other agencies at local, state and federal levels.
7. Provide general information to the public; refer calls to appropriate agencies; calm angered, distraught, or frightened callers; maintain calm in radio transmissions during hectic, tense, and dangerous situations.
8. Recommend goals and objectives.
9. Assist with writing Standard Operating Procedures.
10. Maintain accurate log of incoming services requests and action taken; enter, update, and retrieve information from the Computer Aided Dispatch (CAD) system.
11. Make appropriate notification for request of tow, taxi, locksmith, etc.
12. Be dependable and meet acceptable attendance requirements at all times.
13. Follow all applicable safety rules and regulations.

OTHER JOB FUNCTIONS

A. Protect confidential information by preventing unauthorized release, both verbal and/or writing.
B. Perform other related duties as assigned.

QUALIFICATIONS

The degree of knowledge and ability as outlined under this section is that which is necessary to satisfactory perform the essential functions of this position.

Knowledge of:

- Police department function.
- Modern office procedures, methods and computer equipment, programs, application and uses.
- Department policies and procedures.
- Good communication and public relations skills.
- Inter-agency cooperation.
- Business communications skills.
- Federal, state, county, and City laws, regulations, and ordinances.
- Good public relations skills.

Ability to:

- Type at a speed necessary for successful job performance.
- Communicate effectively both verbally and in writing.
- Use basic computer skills.
- Apply knowledge and reasoning to make prompt and effective decisions quickly in both routine and non-routine situations.
- Interact effectively and sensitively with individuals from diverse backgrounds.
- Utilize effective time management and goal setting skills.
- Perform multiple tasks against strict deadlines.
- Prioritize tasks.
- Analyze a situation and make sound recommendations and decisions.
- Work independently on assigned projects involving research and data collection.
- Interact with employees based on law enforcement practices and procedures.
- Stay calm in emergency situations and handle stress.

Special Requirements

Residency Requirement: Must live in Clark County within six (6) months of hire date.

Experience, Education and Training:

Any equivalent combination of training, education and experience which provides the individual with the required knowledge, skills, and abilities to perform the job. A typical way to obtain the required knowledge and abilities would be:

Education:	High School Diploma or G.E.D. Associates degree from an accredited college or university preferred.
Experience:	Two years experience involving public contact and problem solving. Spillman computer software preferred.
Training:	Speak and write Spanish fluently preferred.
License or Certificate:	First Aid and CPR Certification. Terminal Operator Certification awarded by State of Nevada. Must obtain within one year of employment Emergency Medical Dispatch certification through Priority Dispatch and must possess, at the time of employment and continuously throughout employment, a valid Class "C" driver's license.

WORKING CONDITIONS

Work is performed under the following conditions:

Physical Requirements

Duties require sufficient mobility to work in a typical office setting and use standard office equipment, including a computer; sustained posture in a seated position for prolonged periods of time; frequent standing, stooping, twisting, bending, kneeling, and reaching; vision to read printed materials and a VDT screen, and hearing and speech to communicate in person or over the telephone. Must be able to handle stressful situations. Great mental ability is required daily. Must carry/lift/push or pull loads of up to 25lbs.

Job Hazards/Risk Factors:

Employee may risk physical hazard from angry, unstable, violent and highly volatile prisoners and citizens and from weapons; exposure to communicable diseases, hazardous materials and body fluids. Risk of civil litigation due to performance of duties.

Position is considered safety sensitive and is subject to drug testing.

The City of Mesquite is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodation to qualified individuals. The City of Mesquite encourages both incumbents and individuals who have been offered employment to discuss potential accommodations with the employer.

Revised & approved: September 2002
July 2008 (Grade) October 2009 (license) ~ August 2012 (Residency)
Jan2013 (Experience) ~ April 2013 (Safety Sensitive)