JOB DESCRIPTION

COMMUNICATIONS DISPATCHER

Department:	Police	**Classification/Grade:**	18
Division:	Communications	**FLSA Status:**	Non-Exempt
Reports to:	Dispatch Supervisor	**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. Answers incoming emergency and non-emergency telephone lines from members of the public, City employees, and representatives from outside agencies; refers callers to the appropriate City department or agency; takes calls for service to be dispatched to law enforcement, fire, or emergency medical services (EMS) personnel.
3. Dispatches, via radio and/or telephone, law enforcement, fire, EMS and Animal Control units to respond to emergency and non-emergency incidents reported by members of the public; prioritizes calls waiting to be dispatched.
4. Enters calls for service into the Computer-Aided Dispatch (CAD) system in order to dispatch appropriate responses to emergency and non-emergency incidents reported by members of the public.
5. Enters calls initiated by field units into CAD in order to maintain a record of officers' locations and activities and monitor the subsequent actions of officers.
6. Monitors and operates several complex public safety radio systems that use application software specifically designed for dispatching public safety resources, including computer radio interface console, computer telephone interface console, computer-aided dispatch system, and global information system (GIS) mapping system.
7. Queries National Crime Information Center (NCIC), Nevada Criminal Justice Information System (NCJIS), Shared Computer Operations for Protection and Enforcement (SCOPE), Metropolitan Police Wanted Vehicle (MPWV), Department of Motor Vehicles (DMV), and other local, state, and national computer files to determine status of vehicles, persons, and property, and determine existence of wants and warrants; accesses computer systems to provide information to and request information from other agencies.
8. Enters information into NCIC, NCJIS, SCOPE, DMV, and other local, state and national computer files; confirms validity and status of information for other agencies.
9. Uses the Priority Dispatch System (PDS) to provide specific information and instruction to callers and units.

10. At the beginning of shift, receives briefing on Communications Center activity from previous shift; at the end of the current shift, briefs oncoming personnel of current activity.
11. May act as a Communications Training Officer (CTO) for the Communications Bureau providing on-the-job and classroom training and direction to new employees relating to dispatching methods and techniques, City and department policies and procedures, and dispatch equipment operation and use.
12. Monitor radios, jail and security cameras.
13. Interact with public and other agencies at local, state and federal levels.
14. Provide general information to the public; refer calls to appropriate agencies; calm angered, distraught, or frightened callers; provide composed radio transmissions during hectic, tense, and dangerous situations.
15. Be dependable and meet acceptable attendance requirements at all times.
16. Follow all applicable safety rules and regulations.
17. Perform other tasks as assigned.

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 and Abilities:

- Ability to communicate effectively in verbal and written form; write clear, concise, and accurate reports using proper grammar and correct spelling and punctuation utilizing Computer Aided Dispatch (CAD) narrative; retain and recall information and accurately communicate it to others; read, comprehend, retain, recall, and apply complex reading materials; read and interpret maps; type information utilizing a computer keyboard while simultaneously listening and responding to a call; receive information from a variety of sources in various emotional states; accurately assess the situation; make quick decisions regarding the appropriate actions to take; and communicate the information in a calm, authoritative manner; calm callers who are hysterical, frightened, or angry; elicit vital detailed information from callers and law enforcement, fire, and EMS personnel; perform multiple tasks such as listening to someone in an emotionally-charged state, while simultaneously dispatching, and entering data into the CAD system; and establish and maintain effective working relationships with those contacted in the course of work.
- Skills in operating telephones (regular and cellular), portable radios, computers and computer peripherals, alarms, and other related communications and office equipment within a confined space.
- Willingness to work any shift, weekends, holidays, and overtime as necessary; comply with rules, regulations, policies, and procedures of the Mesquite Police Department and the City of Mesquite.
- Good communication and public relations skills.
- Inter-agency cooperation.
- Business communications skills.
- Federal, state, county, and City laws, regulations, and ordinances.
- Communicate effectively both verbally and in writing.
- Type at a speed necessary for successful job performance.
- 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 be a resident of the City of Mesquite, and shall not cease to be a resident of the City of Mesquite during his/her employment by the City; Teamsters Local 14 CBA Article 39.1 July 1, 2013 ~ June 30, 2016.

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. Previous training and experience as an emergency dispatcher for public safety preferred.

Training: Speak and write Spanish fluently preferred.

License or Certificate: Must obtain within one year of employment Emergency Dispatching certification through Priority Dispatch and any other certifications applicable to the position. Must obtain upon employment, Nevada residency and keep continuously throughout employment, Must possess, at the time of employment and continuously throughout employment, a valid Nevada 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)
March 2014 (Residency)
March 2015 (Reports to)
May 2015(Job Functions, Qualifications and Licenses or Certificates)ST
July 2015 (Grade)