



CITY OF MESQUITE

JOB DESCRIPTION

JOB TITLE: Public Safety Dispatcher I
Public Safety Dispatcher II

JOB NO: SK003116
SK002116

JOB FAMILY: Skilled

FLSA: Non-Exempt
SAFETY SENSITIVE: No

Job description statements are intended to describe the general nature and level of work being performed by employees assigned to this job title. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required.

GENERAL SUMMARY

To provide a variety of specialized and routine tasks in the provision of emergency and non-emergency communication services; to answer calls to the Police and Fire Departments and to the general City number and respond to the calls as appropriate; to provide emergency dispatch services for the Police and Fire Departments for the City of Mesquite.

SUPERVISION

General supervision is provided by the Public Safety Dispatcher Supervisor.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. All behaviors comply with the Code of Conduct and Rules of Behavior outlined in Chapter 8 of the General Government Policies and Procedures Manual.
2. Answer and process calls, including emergency 911 and general non-emergency to City Hall and the Police and Fire Departments; forward calls to appropriate departments and personnel; assign calls to appropriate personnel; prioritize calls and assign proper codes.
3. Receive and transmit pertinent information on all calls for services including those in progress and those involving other agencies; monitor activities of Police, Fire and Emergency Medical Service personnel; maintain the location and call status of all emergency units during an assigned dispatch shift.
4. Operate NCIC/TCIC computer system; enter data; retrieve pertinent information; relay information to emergency personnel; purge printouts from NCIC/TCIC system; maintain computers and related equipment; verify reports and data entered during shift.
5. May oversee maintenance of office equipment; maintain inventory of supplies; participate in acquisition of supplies as necessary.
6. May coordinate testing of civil defense system and cable television emergency warning system.
7. May fill out status and activity reports at the close of each shift; complete other pertinent reports as assigned.
8. May maintain and update call list for after hour's emergency and non-emergency response personnel.
9. May supervise and monitor assigned personnel in the Technical Services Division of the Mesquite Police Department; assign and coordinate activities and operations of communications services; train staff and maintain personnel records for division; advise and participate in hiring, disciplining, evaluating and terminating staff.

OTHER DUTIES AND RESPONSIBILITIES

1. Notify wrecker services of requests for towing; maintain records of towing activities; dispatch City water, sewer and animal control personnel as necessary.
2. Monitor alarms for jail and airport facilities.
3. Provide and confirm information regarding warrants and property locations; validate computer entries; enter data regarding warrants into the computer.
4. Notify hospital personnel of incoming ambulances; transmit status of patients.
5. May search prisoners.
6. May witness statements by witnesses, prisoners or suspects.
7. May change tapes on recording devices; add paper to printing equipment; save and file reports and data on computer equipment; file hard copies of reports and other data.
8. May participate in internal and external training exercises and programs; may assist in training of new personnel.
9. May monitor the weather.
10. May coordinate with other agencies to receive and transmit information.
11. Perform other duties as assigned.

MINIMUM JOB REQUIREMENTS

Public Safety Dispatcher I (Trainee)

EDUCATION

High School Diploma or GED.

EXPERIENCE

No experience required; type 35 wpm.

LICENSES AND CERTIFICATES

Possession of a valid Class C Texas driver's license.

Public Safety Dispatcher I (Call Taker)

EDUCATION

High School Diploma or GED.

EXPERIENCE

Two months experience as a Trainee; type 40 wpm; must prove knowledge, skills, and abilities as a Call Taker.

LICENSES AND CERTIFICATES

Possession of a valid Class C Texas driver's license.

Public Safety Dispatcher I (Fire Dispatcher)

EDUCATION

High School Diploma or GED.

EXPERIENCE

Three months experience as a Call Taker; type 40 wpm; must prove knowledge, skills, and abilities as a Fire Dispatcher.

LICENSES AND CERTIFICATES

Possession of a valid Class C Texas driver's license.

Public Safety Dispatcher I (NCIC)

EDUCATION

High School Diploma or GED.

EXPERIENCE

Three months experience as a Fire Dispatcher; type 40 wpm; must prove knowledge, skills, and abilities in NCIC.

LICENSES AND CERTIFICATES

Possession of a valid Class C Texas driver's license.

Public Safety Dispatcher II

EDUCATION

High School Diploma or GED.

EXPERIENCE

Fourteen months of dispatching experience with the City of Mesquite Police Department as a Communications Operator I to include two months training on Channel One operations; must prove knowledge, skills, and abilities in Channel One operations; type 45 wpm.

A total of four months can be spent on Channel One training. Failure to obtain proficiency in Channel 1 in the four-month period will result in continued placement in Communication Operator One level. The Department Director must approve additional training periods.

LICENSES AND CERTIFICATES

Possession of a valid Class C Texas driver's license.

COMPETENCIES

An employee's performance will be evaluated based on five competencies.

1) Job Knowledge; 2) Teamwork; 3) Customer Service; 4) Flexibility; 5) Work Ethic

KNOWLEDGE, SKILLS AND ABILITIES

Public Safety Dispatcher I

Knowledge of:

Safe work practices.

Modern office procedures, methods and computer equipment.

English usage, spelling, grammar and punctuation.

Basic report preparation.

Principles and procedures of record keeping.

Skill in:

Communicating with persons in highly stressful situations.

Ability to:

Be proficient through NCIC level within one year of employment as a condition of continued employment. Failure to prove proficiency as Call Taker, Fire Dispatcher and NCIC within one year of employment will result in non-disciplinary termination. This is not applicable to part-time employees.

Operating modern communications and computer equipment.

Work during regular and irregular shift rotations, which may include weekends, holidays and extended hours in emergency, disaster or other situations influenced by workload or staffing difficulties.

Work under stress and use good judgment in emergencies.

Listen carefully.

Respond to requests and inquiries from the general public.

Be assertive and calm in soliciting information from distressed callers.

Plan, organize and manage time effectively.

Type at a speed necessary for successful job performance.

Establish and maintain cooperative working relationships with coworkers and those contacted in the course of work.

Simultaneously perform a variety of tasks.

Use a variety of specialized equipment including communications and computer related equipment.

Quickly assimilate information and implement an appropriate course of action.

Communicate clearly and concisely, both orally and in writing.

Pass a color vision examination.

Pass a medical physical examination.

Pass a psychological examination.

Meet the City's driving standards.

PHYSICAL REQUIREMENTS/ WORK ENVIRONMENT

Maintain physical condition appropriate to the performance of assigned duties and responsibilities which may include:

- *fulfilling responsibilities characterized by anxiety, confusion and stress*
- *maintaining constant readiness to answer and dispatch calls*
- *sitting for extended periods of time*
- *operating specialized communications equipment.*

Maintain effective audio-visual discrimination and perception needed for:

- *distinguishing the difference between colors*
- *reading and writing*
- *communicating with others*
- *operating specialized communications equipment.*

Public Safety Dispatcher II

Knowledge of:

Geography of the City of Mesquite and the surrounding area.

Basic supervisory procedures and techniques.

Policies and procedures of the City of Mesquite Police and Fire Departments.

Safe work practices.

Pertinent federal, state and local laws, codes and regulations.

Modern office procedures, methods and computer equipment.

Telecommunications and radio dispatch equipment including TDD.

English usage, spelling, grammar and punctuation.

Basic report preparation.

Principles and procedures of record keeping.

Pertinent databases and coding systems.

Skill in:

Operating modern communications and computer equipment.

Supervising assigned personnel.

Communicating with persons in highly stressful situations.

Ability to:

Serve as lead operator or trainer if designated by the department in accordance with established policy.

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Work under stress and use good judgment in emergency situations.
Listen carefully.

Respond to requests and inquiries from the general public.

Be assertive and calm in soliciting information from distressed callers.
Coordinate and supervise the work of assigned personnel.

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Director of Human Resources

Date

Police Chief

Date

ORIGINAL ISSUE DATE: February 1993

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February 2005; March 2006**