

Sequence of Applicant Consideration:

- 1. PW Employees INTERNAL
- 2. All Current City Employees

NOTICE OF VACANCIES

Vacancies exist in the positions as indicated below. Department & Division, Salary Groups, and closing Date for filing the required application for transfer/promotion to these positions is as noted below:

<u>POSITION</u>	<u>SALARY RANGE</u>	<u>GRADE</u>	<u>DEPARTMENT & DIVISION</u>
Public Safety Dispatcher, Certified	\$21.31 - \$25.92/hr.	PW 12	Police Support Services

CLOSING DATE FOR FILING:
February 10, 2012 4:00 p.m.

TESTING REQUIREMENTS * -

Training and Experience Evaluation*** (Weighted 100%)	Background Check** (Pass/Fail)	Psychological** (Pass/Fail)	Health Physical ** (Pass/Fail)
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* *Each* portion of the testing requirements *must* receive a passing score of 70% or more in order to proceed to the next phase of the testing process. The City reserves the right to limit the number of applicants invited to participate in the final interview.

** Only applicable if not already completed with the City.

*** Certified indicates that the applicant meets the following required certifications/stipulations: Must be an O.S.E.T. Trained Public Safety Telecommunicator or in final stages of such training, COLLECT (NCIC) certification preferred, ability to successfully participate in certification program is acceptable, CPR, AED, 1st Aid certified, Powerphone EMD or equivalent course of training, E-911 certified, Current or recent work experience as a Public Safety Telecommunicator at a Public Safety Answering Point.

Sequence of Preference to Applicants-

- 1) Transfer and/or Demotion
- 2) Applicants with the Bargaining Unit
- 3) All Others

Applications must be filed in the Personnel Office, third floor of the Municipal Building no later than the specified closing date.

Date Posted: February 2, 2012

FLSA: non-exempt
Grade: PW-12
Location: Police Department
Approved by Personnel Board:
Concurred Union (1378): 6-3-08
Hours: 40

PUBLIC SAFETY DISPATCHER

GENERAL STATEMENT OF DUTIES :

Performs a variety of complex activities linking the recording, monitoring and dissemination of emergency and non-emergency information between and among the public, law enforcement officers, emergency medical and fire fighting personnel. Performs mandated and routine record maintenance on a multitude of databases, monitors video systems at various City sites and the Police Station.

Works under the general direction of the Police Captain of Support Services and under the direction and supervision of a Shift Commander.

EXAMPLES OF WORK (ILLUSTRATIVE):

Receives emergency (911) and non-emergency calls for service. Answers telephone calls for service and Police, Fire and Emergency Medical Services (EMS) assistance. Operates the E911 telephone, TDD, and computer equipment.

Records call information into the computer aided dispatch system (CAD). Prioritizes, directs and logs police, fire and EMS calls and dispatches units using the CAD system.

Provides pre-arrival instructions and a short report of conditions or incident to responding unit using the CAD system. Transmits information by telephone, radio, and computer in conformance with established procedures. Provides Emergency Medical Dispatch (EMD) using the City's medically approved emergency medical reference system.

Gathers and records information such as description of victims, suspects, vehicles and situations. Gathers information on the nature of the call, details of emergency, and appropriate response.

Completes records research, performs data entry and maintains C.O.L.L.E.C.T. and National Crime Information Center (NCIC) databases. Researches, enters, clears, cancels, and updates warrants, missing person reports, runaway juvenile reports, stolen article descriptions or vehicles in designated databases.

Transfers or makes emergency calls for service to other agencies and/or jurisdictions. Handles after-hour emergency call-outs, contacting the appropriate individual from each department for emergency servicing of vehicles, lights, roads, trees, etc.

Monitors police radios to ensure safety of the Officers and dispatches back-up units as necessary.

Dispatches Police Officers/Fire/EMS units to pending calls to service according to unit availability and priority.

Monitors cell block, processing area, building interior and perimeter with video and audio system; keeps the supervisor apprised of unusual activities. Monitors waterfront areas (homeland security) and several high crime areas of the City via video system.

Provides information and assistance to the public in the Police Department lobby including providing directions, prisoner information and shelter referral forms for the homeless; assists homeless with completion of intake information for shelters as necessary

Receives Millstone and other emergency messages and makes appropriate notifications.

Resolves routine problems encountered in performance of work assignments; May assist supervisors in scheduling and in assignment of overtime and special duty work.

Performs all other work-related duties as required.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

Considerable knowledge of Federal, National, State (OSET) and City telecommunications, 911, EMD, CAD system and emergency dispatch rules, regulations, practices and procedures.

Considerable knowledge of Emergency Dispatch radio transmission policies, procedures and methods for Fire, EMS and Police services.

Working knowledge of COLLECT and NCIC codes.

Skilled in effective communication, using business English and accurate spelling, verbally and in writing and to establish and accurately maintain critical files.

Skilled in the effective operation of specialized work-related computer software and peripherals.

Ability to read maps and understand the geographical layout in order to provide directions to dispatched units

Ability to perform mathematical computations and apply to work performed.

Ability to respond effectively and to elicit critical information from emotional individuals in a crisis situation.

Ability to comprehend, interpret, memorize and/or provide oral instructions, to visualize situations and to recall numbers in sequence.

Ability to enter data into appropriate computer systems quickly, accurately and efficiently.

Ability to respond appropriately under pressure in emergency situations using deductive and

inductive reasoning as the situation requires.

Ability to multi-task, juggling data entry, telephone and radio monitoring and utilization.

Ability to establish and maintain effective working relationships with peers, supervisors, city employees, residents, homeless, individuals in a crisis and the general public.

Ability to work in a fast-paced, high-volume emergency communications center environment and to handle the physical and emotional requirements of the work.

Ability to work rotating shifts and to work extended hours outside the regular working hours as well as to serve in an on-call status.

MINIMUM QUALIFICATIONS:

Associate Degree and one (1) year of experience working as a certified public safety dispatcher or telecommunicator in an emergency setting or High School Diploma and five (5) years' experience providing customer service to the general public or the satisfactory equivalent combination of training and experience

SPECIAL QUALIFICATIONS:

Must be capable of passing an extensive background check of work, personal and financial history.

Within six (6) months of hire must obtain and maintain:

Office of State Wide Telecommunications (OSET) Dispatcher Certification

Emergency Medical Dispatch (EMD) certification

COLLECT certification

CPR/First Aid certifications

Revised: 6/08