Public Dispatcher II - Springville

Type:

Part Time

Salary/Pay Rate:

$24.63

Posted Date:

04/26/2024 10:29 AM

Location

Springville

Department:

Public Safety

Position Reports to:

Dispatcher Supervisor

Pay Grade:

14

Employment Type:

Part-time

Exempt/Nonexempt:

Non-exempt

Description:

Under the direction of the Dispatch Supervisor, Police Lieutenant and Police Chief, this position is responsible for the day to day operation of the dispatch or communications center. As a Public Safety employee, they are assigned to the Support Services Division of the Police Department.

Duties:

Dispatchers shall perform the following essential functions:

Receive complaints from citizens, either in person as they come into the police station, or via telephone.

Take appropriate action as dictated by the nature of the complaint; advising and directing the proper Public Safety employees and equipment to answer calls for service, routing calls to various personnel, etc.

Notify other City employees and Departments, as necessary and prudent, of situations requiring after-hours response.

Coordinate police, fire and ambulance response to any reported emergencies, and shall assist in emergency situations by relaying messages, instructions and/or questions and responses.

Assist members of the Department and the public in such other non-emergency situations as may be required.

Coordinate, when appropriate, operations with neighboring public safety agencies, under the direction of the watch commander, and according to protocol.

Record all necessary information, according to the protocol of the department, and shall keep all department records with accuracy, making appropriate entries into the records system of the department.

Maintain certifications and training necessary to function in this position.

Be familiar with and strictly observe all confidentiality and access rules and regulations as established by the state and federal regulatory agencies, and by the department.

Perform other duties as shall be assigned by higher competent authority or ranking officers

Qualifications:

Dispatchers must have a high school diploma or its equivalent. They must have successfully completed all required training, Must have 3 years direct experience in a public service dispatch center.

SKILLS, KNOWLEDGE AND ABILITIES

Dispatchers must be able to communicate both verbally and in writing. Verbal communication must be clear and calm in all situations. They must be able to deal effectively under stressful situations, be able to operate a complex telephone and radio system and have a good working knowledge of public safety procedures.

Dispatchers must type at a minimum of 45 words per minute, must be familiar with and able to operate computers. They must have a reasonable working knowledge of local, state and federal codes and be able to access necessary information quickly and efficiently.

Dispatchers must qualify themselves as Emergency Medical Dispatchers, and must maintain the necessary life-saving skills and training. They must work well under pressure and be able to monitor and track police, fire and medical personnel during multiple on-going situations

Physical Demands:

The Dispatch Supervisor must be able to meet the physical demands of shift work. Able to sit at a computer for long periods of time. Must have 3 years direct experience in a public service dispatch center.

May be occasional light lifting or moving of small office items or boxes up to 25lbs.

The position of Dispatcher is a civilian position and is exempt from the requirements of Section 5-4-1 (Physical Fitness).