

The job description is intended to describe the general nature and level of work being performed by the incumbent, and is not to be construed as an exclusive list of responsibilities, duties and skills required by the incumbent on this position. The job description does not imply an offer of employment, nor a contract for employment. It is subject to change at the discretion of the employer.

Job Title: Public Safety Dispatcher

FLSA: Non-Exempt

Agency: Cowlitz 911

Union Affiliated: Yes

Reports to: Cowlitz 911 Supervisor

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General Position Summary:

This position receives and relays emergency and non-emergency requests for police, fire and medical services utilizing radio, telephone and computer equipment. Information is received and transmitted in a timely and accurate manner. This position also performs general clerical tasks to ensure accurate complaint records and reporting requirements.

Essential Duties and Responsibilities:

1. Receives, evaluates, relays and dispatches emergency and non-emergency calls for police, fire and medical services.
2. Inputs and transmits call information using computer terminal keyboard, dispatches appropriate agencies, or refers callers to appropriate service agencies.
3. Verifies and processes data as requested by field units/personnel.
4. Monitors alarm and video security systems.
5. Operates two-way radio equipment to dispatch calls and to receive and communicate information.
6. Utilizes computer terminal equipment to enter dispatch information, update unit status and retrieve various data records.
7. Notifies towing services, ambulance companies, investigators and other services as requested by user agencies.
8. Conducts file inquiries in regional, state and federal data banks to search for warrants, stolen property and driving records.
9. Contacts law enforcement agencies to confirm warrants, then notifies requesting officers of confirmation.
10. Prepares and regularly updates various logs, records and reports.
11. Assists field units in locating situation's premises/addresses by referring to maps and other resource materials.
12. Provides Emergency Medical Dispatch instructions over the phone to the caller until medical personnel arrive.
13. Attend staff meetings/briefings. Contribute ideas to improve overall department efficiency.
14. Attend employer sponsored training as needed/assigned. May represent the department at conferences as assigned.
15. Performs other related duties or projects as assigned by the Supervisor.
16. Assist the department in addressing complaints. Must display integrity, honesty and accountability in their actions.
17. May require travel out of town and overnight trips for training, assigned meetings or seminars.

Minimum Qualifications:

1. High School diploma or equivalent. Provide proof or 18 years of age or older, and citizenship. Knowledge and ability to use personal computers. Experience or education in any one or combination of the following areas: customer service to the general public and diverse customers, data entry or transcription, law enforcement, security, medical services, rescue/safety, or any other related field.
2. Be a proficient typist. Pass a typing test (minimum of 35 wpm).

3. Must be or become (within training period) familiar with the policies and procedures used by the various agencies providing services to the 911 Center, the NCIC, the WACIC, Access, the Department of Licensing and Federal Communications Commission regulation.
4. Pass a full background check.

Required Skills and Abilities:

1. Skilled/develop the skills to give fast, clear and concise instructions and information to the caller and dispatched agency. Assist, control and calm callers, extract and process needed information to successfully assist the caller and dispatch the adequate help or agencies.
2. Interpersonal and customer service skills to courteously deal with the public and client agencies. Establish and maintain effective working relationships with co-workers, other county employees, client agencies, and other law enforcement entities.
3. Effectively handle a multi-task and fast paced work environment. Be detail oriented and maintain tasks organized even with frequent interruptions and distractions.
4. Initiative to take action and be self-motivated within prescribed policies/procedures. Work well independently, as well as in a team setting.
5. Communicate in a professional business-like manner, both orally and in writing. Portray a professional image and attitude.
6. Proficient and accurate in data entry into computer information system.
7. Maintain strict confidentiality of restricted or private information and effectively handle sensitive matters.
8. Effectively manage stressful situations/calls and the stress/emotion resulting after handling stressful/disturbing situations/calls.

Equipment or Tools:

1. Operate a personal computer, and radio effectively, and other electronic and communications equipment common to the trade.
2. Operate standard office equipment such as fax, copy machine, and multi-line phones.

Job Scope:

Level of Supervision Received: Minimum supervision expected after training, but may need more supervision for special projects. Must provide status reports to management of incidents or situations.

Level of Supervisory Responsibilities: This position is not supervisory in nature, but may assist provide technical assistance and guidance to new staff.

Contact/Communication with others: Extensive oral communications with the public over the phone and radio. Extensive typed contacts and communications will occur with individuals within the department, other County departments and client/servicing agencies. Frequent contacts with other local, state and federal agencies, law enforcement, fire departments, and the general public. Contacts are written, verbal, or electronic.

Decision Making Capacities: Requires fast-paced decision-making following policies and procedures and good common sense. Guidance or clearance should be requested for unusual situations, out-of-scope, and special tasks.

Working Conditions:

1. Able and willing to work hours that may exceed 8 hours/day or 40 hrs/week; work different shifts, weekends, and holidays. (April 2006 work schedule: 3 days of 12 hrs shifts, 1 day of 4 hrs shift, 3 days off)
2. Handle stressed public and stressful situations, and be exposed to event related material that may be disturbing.
3. Observe, abide by, and set example, of all Cowlitz 911 policies, goals, and objectives.
4. Able to tolerate extended exposure to computers. Able to sit at a workstation for long periods of time.
5. Must be able to work in secured facility, with restricted access and without windows.

Physical Requirements	N/A	Rarely (1-12%)	Occasionally (13-33%)	Frequently (34-66%)	Regularly (67-100%)
Standing					X
Walking				X	
Climbing		X			
Sitting					X
Stooping / Kneeling			X		
Lift/Carry up to 15 lbs.			X		
Lift/Carry up to 30 lbs.		X			
Lift/Carry up to 50 lbs.		X			
Push/Pull up to 25 lbs. of exertion		X			
Push/Pull up to 50 lbs. of exertion	X				
Work below waist level			X		
Work at waist to shoulder level					X
Work above shoulder level			X		
Reach further than arm's length					X
Typing					X
Grasping / Holding			X		
Talking					X
Hearing					X
Seeing					X
Work in confined spaces	X				
Exposed to extreme temperatures	X				
Operate tools or machinery (incl. office equip.)					X
Operate motorized vehicles/equipment			X		
Work at heights balancing	X				
Use/exposed to hazardous substances	X				

October 1, 2018 _____
 Last Revision Executive Director Incumbent Date