

# JOB DESCRIPTION



## JOB IDENTIFICATION

<i>Job Title:</i>	Lead Dispatcher	<i>Pay Grade:</i>	EAP-6
<i>Department:</i>	Police	<i>FLSA Status:</i>	Non-Exempt
<i>Location:</i>	Public Safety Building	<i>Reports to Position:</i>	Telecommunications Supervisor
<i>Effective Date:</i>	January 15, 2021		

## JOB SUMMARY

Under general supervision monitors multi-channel radio to dispatch fire, police and emergency medical services, provides emergency and non-emergency assistance to callers; using CAD system documents information pertaining to call; performs radio check of dispatching equipment to ensure proper operability, briefs staff on current activities and notifies fire and police personnel using digital paging system; training of new dispatch personnel; provide assistance/guidance to other dispatch staff when needed; maintains records, files and retrieves documents as needed, researches and retrieves documents, updates various lists, searches files, compiles information and prepares routine reports as directed and perform additional duties in support of the department as needed or upon request.

## ESSENTIAL JOB DUTIES/RESPONSIBILITIES

The following duties are normal for this position. The omission of specific statement of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this position. Other duties may be required, assigned and expected aside from those set forth below to address operational needs and changing operational practices.

- Answering 911 emergency and non-emergency calls, determine the nature of the call and type of assistance required and dispatch of proper fire, police and/or ambulance services
- Utilization of CAD system to document information on incoming calls and providing callers with information and instructions as determined necessary
- Receives calls/radio traffic from officers during routine traffic stops and provides requested information to officers such as driver license and tag information
- Operates two way radio to communicate with fire, police and ambulance services

- Utilizing digital paging system to notify fire and police personnel of messages
- Utilizing E-911 map book to locate addresses and other information needed in dispatching
- Maintaining list of emergency dispatching radio codes and interpretations
- Maintaining file of frequently called numbers
- Using ACIC/NCIC database, searches and retrieves criminal/driver history as requested
- Enter Paw Report information into NCIC to ensure property is not stolen
- Maintenance of ACIC/NCIC log of criminal history checks
- Maintenance of other logs to include calls places, faxes sent
- Assist lobby visitors needed officer assistance
- Retrieval of warrants and distribution to proper personnel, removing warrants from system once executed
- Using audio recorders, plays back calls to obtain any missed information
- Training of new dispatch personnel
- Provides assistance/guidance to other dispatch staff when needed/required
- Perform daily radio check for emergency dispatching equipment to ensure proper operability
- Complete daily equipment checklist at end of shift
- Brief oncoming shift of current activities and reviews bulletin board for special notifications
- Attending training, workshops or seminars as assigned

## **QUALIFICATIONS**

### **Education and Experience Guidelines**

Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities required for this position would be:

#### **Education/Training**

High School Diploma or GED required

#### **Experience Required**

Three (3) years emergency dispatch experience

#### **Licenses or Certifications Required**

Valid driver's license

CPR

NCIC qualified

The following generally describes the knowledge and abilities required in order to successfully perform the assigned duties of the position:

**Knowledge of:**

- Office procedures and methods to include communications and records management
- Administrative requirements of Public Safety
- City of Phenix City emergency management system

**Ability to:**

- Operate standard office equipment such as computers, fax machines and copiers
- Utilize a computer to enter text or numerical data as well as retrieve data from various systems
- Read and comprehend slightly complex administrative material
- Produce accurate and clear written communication
- Perform simple calculations regarding numerical problems
- Maintain composure during high stress situations
- Work in a constant state of awareness and in a safe manner

**PHYSICAL DEMANDS AND WORKING ENVIRONMENT**

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. In compliance with the Americans with Disabilities Act, the City encourages both prospective and current employees to discuss potential accommodations needed to perform the essential duties of this position.

**Environment:** Work location will primarily be in a standard office setting

**Physical Demands:** See accompanying page for details

**Key Working Relationship:** Public Safety personnel to include Police Officers, Firefighters and Paramedics; Citizens; other dispatch personnel

**APPROVAL/ACKNOWLEDGEMENT**

_____	<u>Police Chief</u>	_____
Department Head	Title	Date
_____	<u>HR Director</u>	_____
Human Resources Director	Title	Date
_____	<u>City Manager</u>	_____
City Manager	Title	Date
_____		_____
Incumbent Employee Printed Name and Signature		Date

# PHYSICAL REQUIREMENTS – LEAD DISPATCHER

Rare  
0%-10%  
of the time

Occasional  
11%-33%  
of the time

Frequent  
34%-66%  
of the time

Continuous  
67%-100%  
of the time

LIFT/CARRY				
1-10 lbs		X		
11-20 lbs	X			
21-50 lbs	X			
51-75 lbs	X			
76-100 lbs	X			

PUSH/PULL				
1-10 lbs		X		
11-20 lbs	X			
21-50 lbs	X			
51-75 lbs	X			
76-100 lbs	X			

MOVEMENT				
Bend/Stoop/ Twist	X			
Crouch/ Squat	X			
Kneel/Crawl	X			
Reach Above Shoulders	X			
Reach Below Shoulders	X			
Repetitive Arm Use	X			
Repetitive Wrist Use		X		
<b>Repetitive Hand Use</b>				
a) grasping	X			
b) squeezing	X			
Climb Stairs/Ladder	X			
Uneven Walking Surface	X			
Even Walking Surface	X			

HEARING/VISION/DEXTERITY			
	N/A	AVERAGE	LOW
Hearing Acuity		X	
Visual Acuity		X	
Manual dexterity		X	

Rare  
0%-10%  
of the time

Occasional  
11%-33%  
of the time

Frequent  
34%-66%  
of the time

Continuous  
67%-100%  
of the time

EQUIPMENT USE & OPERATION				
Motor Vehicle	X			
Heavy Equipment (Backhoe, dump truck)	X			
Large Apparatus (Fire Truck, Street Sweeper)	X			
Small Equipment (Mower)	X			
Handheld tool/equipment (tamps, weed eaters, shovel)	X			

WORK WITH/NEAR				
Machinery	X			
Electricity	X			
Power Tools	X			
Impact Tools	X			
Chemicals	X			
Fumes	X			
Heights	X			

ENVIRONMENT				
Indoors				X
Outdoors	X			
Extreme Heat	X			
Extreme Cold	X			
Dusty	X			
Excessive Noise	X			
Other (explain)	X			

ENDURANCE		
Task	Hours at One Time	Total Hours in an 8 Hour Day
Sit	3	12
Stand	<1	<1
Walk	<1	<1

**Additional Considerations (including clarification of any of the above)**