

Class Title: 911 Dispatcher
Department: Police
Bureau: Support Services
Division: Communication
Date:

Job Grade: Grade 5
FLSA: Non-Exempt

Job Summary:

Dispatch's public safety units in response to request for police, fire and medical assistance within El Reno and surrounding areas. Operates telecommunications equipment to dispatch public safety units and monitors radios and telephones. Monitors and responds in appropriate manner to emergency 9-1-1 telephone calls, non-emergency telephone lines and TDD devices for incoming requests for service of the city's law enforcement, fire/rescue and emergency medical agencies. Employees in this class perform specific functions requiring specialized knowledge of departmental rules and regulations. Incumbents must be able to respond quickly and correctly, assuming control of the conversation in order to obtain accurate information from callers, correctly transferring the information into a computer while talking, and quickly assessing the priority of the request for service while applying acute attention to detail. Work includes answering all incoming calls to the City's 9-1-1 center, information dissemination and performing routine clerical tasks. Incumbents also enter and maintain warrants, field interview cards, citations, and other information as directed. Incumbents monitor the camera system for the jail lockup facility as needed and take money for bond and assists with the booking of prisoners.

Supervisory Relationships:

The 911 Dispatcher performs day-to-day work independently under the direction and general supervision of the communication supervisor. The 911Dispatcher maintains close working relationship with Department officers, staff, other City Departments, other representatives of law enforcement agencies and the public.

Essential Job Functions:

The list of duties and responsibilities is illustrative only, and is not a comprehensive listing of all the duties and responsibilities performed by positions in this class.

1. Monitors and responds to police radio traffic, which includes notifying police units, supervisors, and/or other agencies of Officer needs.
2. Answers incoming emergency and non-emergency phone calls, which includes: ascertaining nature of emergency; prioritizing calls; extracting vital information regarding the emergency or situation; forwarding information to appropriate personnel; and/or performing other related activities.
3. Conducts research utilizing local, state, and national crime databases for required information; passes information on to appropriate personnel.
4. Enters a variety of data related to warrants, citations, tickets, and/or information received from callers into a records management database.

5. Works under extreme pressure, exercises good judgment, and makes sound decisions during emergency situations. Must also be able to multi-task and perform numerous activities at one time.
6. Works a variety of shifts to support a 24/7 operation. Maintains punctual and regular attendance and also is willing to work under short notice.
7. Performs other duties of a similar nature or level.

Other Job Functions:

1. Performs related duties by maintaining records of emergency calls, reviewing recorded calls for completeness, grading calls, making and distributing notes to supervisors, providing records of calls to outside agencies, entering information into the computer data system, ordering supplies, making copies of forms, updating maps, logs and manuals, monitoring radios for various City departments, taking complaints and reports of minor hazards and dispatching personnel as needed.
2. Provides on-site training by monitoring radio communications, monitoring computer and telephone work, assisting with the development of effective dispatch techniques and radio communication and documenting strengths and weaknesses.

Knowledge, Skills and Abilities:

- Physical Requirements: Tasks involve some walking, standing; some lifting and carrying objects of light to moderate to weight (5-15 pounds).
- Data Conception: Requires the ability to compare and/or judge the readily observable, functional, or composite characteristics (whether similar to or divergent from obvious standards) of data, equipment, or monitors.
- Interpersonal Communication: Requires the ability to speak and/or signal people to convey or exchange information. Includes giving and receiving instructions, assignments and/or directions.
- Language Ability: Requires the ability to read a variety of materials relevant to police and fire operations.
- Intelligence: Requires the ability to draw valid conclusions in task processing and prioritization.
- Verbal Aptitude: Must communicate efficiently and effectively in Standard English. Must speak with poise, confidence, and voice control.
- Numerical Aptitude: Requires the ability to add, subtract, multiply and divide.
- Form/Spatial Aptitude: Requires the ability to inspect items for proper length, width and shape, and visually read various information.
- Motor Coordination: Requires the ability to coordinate hands and eyes accurately in handling, sorting, and filing documents.
- Manual Dexterity: Requires the ability to utilize a variety of modern office equipment. Must have minimal levels of eye/hand/foot coordination.
- Color Discrimination: Does not require the ability to differentiate between colors or shades of color.
- Interpersonal Temperament: Requires the ability to deal with people from a variety of backgrounds in both giving and receiving instructions. Must be able to perform under stress when confronted with individuals acting under stress and in emergency situations involving life-threatening

situations.

- Physical Communication: Requires the ability to talk and/or hear: (talking: expressing or exchanging information by means of spoken words; hearing: perceiving nature of sounds by ear).
- Environmental Requirements: Tasks are regularly performed without exposure to adverse environmental conditions, e.g., dirt, cold, rain, fumes.

Working Conditions:

Work is performed in an office setting where there are frequent interruptions and the environment can be noisy and congested. The work involves exposure to offensive and graphic accounts of situations of a sensitive nature, as well as exposure to high-stress customers who may be volatile and exhibit profanity and violent behavior. Exposure to human bodily fluids and other potentially infectious diseases and hazardous materials is possible. Employee are required to perform shift work and/or overtime, which will include evenings, weekends and holidays.

Physical Abilities:

Physical ability to perform essential functions including visual and hearing acuity, stamina to sit or stand alternately for up to four hours with one break, and tolerance to perform shift work. Duties also include extensive computer usage, considerable reading and repetitive motion tasks.

Experience and Training Requirements:

- Good keyboard skills and familiarity with basic computer operation including word processing and data base programs.
- Must be able to obtain and maintain OLETS and NCIC certification within one year of hire and maintain certification during the length of employment.
- Must be able to obtain and maintain CPR/AED and Oklahoma State Jailer Certification.
- Satisfactory completion of 9-1-1 Dispatcher/Jailer training program and six month probationary period.
- Desire one-year multi-line phone experience supplemented by two years computer use in an office environment.
- Desire Basic Tele-Communicator Certification or Emergency Medical Dispatch Certification.
- Keyboard proficiency certificate of 35 WPM or better

Entry Level Requirements

- Must be a U.S. citizen, or have proper alien status to work in the United States, and have the ability to read, write and speak the English language.
- Must be at least 18 years of age.
- Must possess a high school diploma or GED equivalent.
- Must successfully pass City pre-employment physical and drug screening.
- Must pass background investigation including criminal history screening, optional polygraph examination for law enforcement personnel,
- Must pass psychological evaluation for aptitude to work in law enforcement.
- Must be willing and able to support the Code of Ethics of the Police Department.

- Must have a valid Oklahoma State driver's license and a good driving record.
- Must be willing and able to perform shift work, including evening or weekend work.

Established:

FLSA: Non-exempt

Revised: 02/07

08/15

The statements contained herein reflect general details as necessary to describe the principal functions of this job, the level of knowledge and skill typically required, and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned including work in other functional areas to cover absences or relief, to equalize peak work periods, or otherwise to balance the workload.