



Job Description

Job Title	Dispatcher II	Department	Public Safety
Reports to	Dispatcher Supervisor	Salary Level	VII
Classification	Non-Exempt	Revision Date	05.01.2014

I. General Description

This position is responsible for performing duties of Dispatcher I level employee and will assist in training of Dispatcher Level I recruits and in the preparation of statistical reports. Responsible for the validation of data collected in Department Records Management System (RMS).

II. Reasonable Accommodations

To perform this job successfully, an individual must be able to perform each essential job duty and physical demands satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.

III. Essential Job Duties

1. Monitor multiple telephone lines, alarms, and/or radio frequencies, often simultaneously.
2. Dispatch for multiple local, state and federal agencies, as appropriate.
3. Communicate via telephone, facsimile, and computer with State of Alaska and Federal agencies regarding routine, as well as emergency, public safety and civil matters.
4. Prepare, route and/or file numerous forms in a thorough, accurate, and efficient manner.
5. Insure integrity of Department records in data entry procedures.
6. Monitor key video feeds to provide limited security services.
7. Insure integrity of Department records in data entry procedures.
8. Assist in training of Recruit Dispatchers.
9. Provide basic scheduled maintenance of Communications Division equipment.
10. Assist in preparation of Uniform Crime Reporting (UCR)/National Incident-Based Reporting System (NIBRS) and other Department statistical reports.
11. Provide basic maintenance of Communications Division equipment on an as directed and supervised basis.

IV. Knowledge, Skills and Abilities

Knowledge:

This position requires proficiency in the following areas:

1. Demonstrated Dispatcher Level 1 competence.
2. Demonstrate basic knowledge of routine Communications equipment maintenance.
3. Demonstrate basic understanding of Uniform Crime Report methodology and application to Department Records Management System.



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Skills and Abilities:

This position must demonstrate the following skills and abilities:

1. Must have minimum general experience using computer word processing programs.
2. Possess effective oral and written communication skills.
3. Interact with the public in a courteous, helpful and professional manner.
4. Work with co-workers, outside agencies, and vendors in a professional manner.
5. Maintain the confidentiality of information acquired during service as a City employee.
6. Must have the ability to acquire a security clearance to access State of Alaska computing resources.

V. Work Environment and Physical Effort

The employee must be able to prioritize situations and manage time, and may find that they are needed at irregular hours causing fatigue and stress. The employee may experience stress and stress related symptoms due to interacting with people in crisis. The employee may find their office to be busy and must be ready to respond quickly and effectively to many types of situations, including crisis situations. Response to crisis situations can be unpredictable and emotional. The employee must remain appropriately focused, organized, and in control emotionally during an emergency situation. The employee must monitor their own time and stress levels to ensure that they are able to effectively assist other dispatchers and then public. The employee may find that they are continually interrupted, and may have to quickly assess situations to respond appropriately. The workload may be unpredictable and difficult to manage at times.

VI. Education and/or Experience

Education:

1. High school diploma or General Equivalency Degree (GED).

Experience:

1. Minimum 6 months experience at DDPS Dispatcher I level.

VII. Certification and Training

1. National Incident Management System (NIMS) compliance training and certification.
2. Certification in basic First Aid & CPR achieved and maintained.
3. Certification in use of Automatic External Defibrillator (AED) achieved and maintained.

VIII. Supervisory Responsibility

Minimal - Direct and train assigned Dispatcher I level employee in achieving Dispatcher II status. Monitor and report progress to Dispatch Supervisor.



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IX. Scope of Employment

Regular, full time employment, non-exempt position. Position is subject to rotational shift schedules of eight-hour duration; subject to overtime upon request of supervisor.

X. Acknowledgment

I understand the duties of this position as detailed in this job description.

Employee: _____ Date: _____

This job description is accurate and has been reviewed with the above employee:

Supervisor: _____ Date: _____

This job description approved by:

	Initials	Date
Department Head:	_____	_____
City Manager:	_____	_____