



CITY OF KODIAK
invites applications for the position of:

Public Safety Dispatcher

SALARY:	\$25.00 Hourly \$2,000.00 Biweekly
DEPARTMENT:	Police Department
OPENING DATE:	04/08/22
CLOSING DATE:	Open until filled
DESCRIPTION:	

Under supervision, this position is responsible for performing emergency and non-emergency communication services in support of law enforcement, emergency medical services, and fire departments that include, but are not limited to: receiving and directing non-emergency and emergency calls; assisting public walk-ins; determining initial jurisdictions; establishing and maintaining contact with partner agencies; assisting with the search and detainment of prisoners; monitoring burglar and fire alarms; processing records; assisting with storage of property and evidence; and monitoring closed-circuit television to identify and report suspicious activity.

The Public Safety Dispatcher must be characterized by unquestionable personal and professional character and integrity, be free of cultural and ethnic bias, maintain a strong ethical code in both personal and professional life, desire to diligently protect and serve the community through courage, compassion and respect, and display personal conduct above reproach.

The Police Department provides quality law enforcement services to the community and assistance to citizens who request services that may be related to the well-being of life, health, and property. The Public Safety Dispatcher must perform these duties in a manner that reflects positively on the City and the Department.

EXAMPLES OF ESSENTIAL DUTIES:

- Serves as the communications and information source for police officers and other public safety personnel.
- Receives emergency and non-emergency telephone calls dealing with emotional, injured, and/or victimized individuals; questions callers and solicits crucial information needed in the given situation; and dispatches appropriate personnel.
- Prioritizes emergency calls; relays crucial information to the proper personnel using telephones, two way radios, computer software, and/or a paging system; and uses computers, database software, and emergency response programs to provide real-time support. Specific responsibilities include: providing guided instructions to callers; providing dispatched public safety personnel with scene and/or subject updates; searching databases to provide pertinent information, and monitoring the status and location of dispatched personnel.
- Opens and completes dispatch call records; updates property records and radio logs; enters and deletes warrants, and uses the Alaska Public Safety Information Network (APSIN) to perform person and vehicle checks. Monitors alarms and closed-circuit televisions and reports suspicious activity as necessary.

- Provide accurate and professional service to the public, coworkers, and other law enforcement agencies; establish and maintain effective working relationships with coworkers and other agencies.
- Attends meetings, conferences and training sessions; reviews publications and audio-visual materials to become and remain current on the principles, practices and new developments in dispatch.
- Activate public warning systems as needed.
- Assist with the search or detainment of prisoners for the Jail as necessary.
- Maintain and keep confidential all information obtained during the course of work.
- Conducts field training for new employees as needed.
- Performs other duties as assigned.

MINIMUM QUALIFICATIONS:

High school diploma or General Education Development (GED) and three years of experience which involve a substantial amount of public contact and general office duties; or, an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above. Must have a valid Alaska driver's license or ability to obtain within 30 days of hire, and be eligible for access to criminal justice information network systems. Possess or ability to obtain First Aid/CPR/AED Certifications.

Must possess the ability to type at least a net speed of 40 words per minute.

SUPPLEMENTAL INFORMATION:

PHYSICAL REQUIREMENTS:

Positions in this class typically require: reaching, standing, walking, finger dexterity, grasping, lifting, talking, hearing, seeing and repetitive motions. Specific vision abilities required include seeing in normal visual range with or without correction. Acute hearing and excellent speech without impediments is required.

Functions of this position require sufficient physical ability to work in an office setting; walk, stand, or sit for prolonged periods of time; operate office equipment including use of computer keyboard; and ability to speak and hear to exchange information; and occasionally required to stoop, kneel, or crouch, and reach with hands and arms.

Light Work: Exerting up to 25 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or negligible amount of force constantly to lift, carry, push, pull or otherwise move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for Sedentary Work and the worker sits most of the time, the job is rated for Light Work.

WORKING CONDITIONS:

Majority of work is performed in an office environment, with occasional exposure to dangerous intoxicated and/or disagreeable people under extreme stress and in unsanitary conditions. Work environment will have frequent periods of high stress where control must be maintained. The noise level in the work environment will normally be quiet to moderately noisy depending upon office equipment, telephones in use, and other employees/members of the public with business in the office.

Non-traditional work hours are required; shift work requires dispatchers to take breaks and meals when and if workload permits; may be required to work rotating shifts, weekends, holidays and overtime; subject to recall when off duty. If assigned duties as an evidence custodian, may be exposed to dangerous drugs, poisonous, or infectious substances and work within confined space.

A typing test must be submitted with the application. A certified typing test can be taken at the Kodiak Job Center or completed online by going to www.typingtest.com and completing the '3 Minute Test' in any method and attach the results with employment application.

APPLICATIONS MAY BE FILED ONLINE AT:
<https://www.city.kodiak.ak.us/hr>

Position #21-00058
PUBLIC SAFETY DISPATCHER
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