



Job description Public Safety Dispatcher

CLASSIFICATION: HOURLY, OVERTIME ELIGIBLE, CURRENT APEA SALARY SCHEDULE

SALARY: \$22.50 - \$26.10 PER HOUR, DOE

HOURS: 12 HOUR SHIFTS / Rotational schedule is negotiable 1 or 2 week on / off

BENEFITS: Relocation assistance if moving to Bethel, Blue Cross Blue Shield at low monthly cost of less than \$100 for family plans, PERS state retirement, FTO pay, as well as nationwide training opportunities, yearly raises, additional raises upon obtaining your associates, bachelors and master's degrees. Upward and lateral movement opportunities within the department.

Essential duties: The following duties **ARE NOT** intended to serve as a comprehensive list of all duties performed by all employees in this classification

- Receives and transmits emergency and administrative messages using a variety of specialized communication tools and techniques;
- Monitors emergency telephone lines and radio frequencies;
- Answers all emergency calls; determines appropriate response (police, fire, or emergency medical services); dispatches emergency calls to the determined agency/entity;
- Enters incident data into the computer-aided dispatch system using prepared templates;
- Performs computer-based background checks;
- Provides limited administrative support to officer investigations or ongoing operations;
- Communicates information provided by department personnel to appropriate City departments or external agencies;
- Processes correspondence, reports, and related items;
- Transcribes interviews;
- Records and maintains written and electronic records of departmental data;
- Files police reports; manages files in accordance with city retention schedule;
- Follows all City and Department policies and operating procedures and applicable federal and state laws.

Other Responsibilities:

- Conducts field training for new employees as needed

ADDITIONAL INFORMATION

Knowledge, Skills, and Abilities:

- Proficient with Microsoft Office software;
- Knowledge of multiple cultures and/or languages preferred;
- Knowledge of or ability to comprehend and apply instructions for operating department telephones and computer systems;
- Ability to comprehend and apply rules, regulations, and procedures for dispatching public safety and emergency services;
- Demonstrated ability to establish/maintain effective working relationships in a cross-cultural environment;
- Ability to pass a department background screening, to include criminal records check;
- Ability to maintain confidentiality of information;
- Ability to react quickly and remain calm and focused in emergency situations;
- Ability to type a minimum of 35 words per minute;
- Ability to communicate clearly and concisely, orally and in writing.

PHYSICAL DEMANDS: The employee must be able to continuously remain in a stationary position; continuously operate a computer and other office equipment, such as copier, and printer; frequently communicate both in person, via radio and on the telephone; frequently read printed reports; occasionally move throughout the office to access files, office equipment, etc. May require occasional lifting of less than 50 lbs.

JOB REQUIREMENTS

- Age: 18
- Education: High School Diploma / GED
- Experience: No experience needed we will train you

To Apply: Email

- Dispatch Supervisor jsmith@cityofbethel.net
- or
- Lieutenant jpoole@cityofbethel.net

City of Bethel Application link is below:

[https://www.cityofbethel.org/vertical/sites/%7B86032ACB-92B0-4505-919A-3F45B84FECD9%7D/uploads/WPAPaperApplication_\(2\).pdf](https://www.cityofbethel.org/vertical/sites/%7B86032ACB-92B0-4505-919A-3F45B84FECD9%7D/uploads/WPAPaperApplication_(2).pdf)

