

PUBLIC SAFETY 911 OPERATOR

JOB DESCRIPTION

Classification Responsibilities: A Public Safety 911 Operator is responsible for receiving and evaluating calls from the public concerning crimes, fires, and medical emergencies. Specific duties include: evaluating calls for proper action; initiating Police response by obtaining information required for dispatching field units; and entering data into a computer as it is being received. Calls and messages include routine reports, referral information, and emergency calls for assistance from citizens and public safety personnel. A Public Safety 911 Operator enters abandoned vehicle information and performs vehicle registration, Driver's License, stolen vehicle, and wanted persons checks by utilizing a criminal justice information system. This class performs related duties as required.

Distinguishing Features: Public Safety 911 Operators work in the Police Communications Center which is a twenty-four hour, seven days per week operation involving multi-agency dispatching and a valley-wide automatic aide system. Typically, intense training to reach full performance usually takes five months. As training progresses, employees are expected to demonstrate extensive communication skills, work independently, and to exercise good judgement under pressure. The Public Safety 911 Operator can be distinguished from the Police Dispatcher by the latter's additional responsibility for Police dispatch duties. This class is supervised by a Police Communications Shift Supervisor, who reviews work through observation on the job, meetings, and results achieved. A Public Safety 911 Operator works rotating shifts that include nights, weekends, and holidays. This class is FLSA nonexempt.

Special Assignment: A Public Safety 911 Operator on special assignment serves as a trainer for the 911 Operator Training Program. Training entails providing both classroom instruction and intense one-on-one training at the communications console on a daily basis. The trainer is held accountable for the trainee's work and must balance between intervening quickly and decisively where necessary (to prevent harm to citizens or officers) and not intervening in order to allow the trainee to learn.

QUALIFICATIONS

Employee Values: All employees of the City of Mesa are expected to uphold and exhibit the City's shared employee values of Knowledge, Respect, and Integrity.

Minimum Qualifications Required. Graduation from high school or GED. Any combination of training, education, or experience equivalent to good (1 - 3 years) experience in public contact or customer service experience. Must successfully pass Critical test prior to hire or promotion date.

Special Requirements. Because of the confidential, sensitive nature of information handled, successful completion of a background investigation and polygraph is required. Candidates given a conditional job offer will be required to pass a psychological evaluation and hearing test.

Substance Abuse Testing. Due to the safety and/or security sensitive nature of this classification, individuals shall be subject to pre-employment/pre-placement and random alcohol, drug and/or controlled substance testing as outlined in City policy and procedures.

Preferred/Desirable Qualifications. Experience with computer data entry is desirable. Bilingual speaking skills (English/ Spanish) are desirable. Experience in the operation of multiline phone system or radio communications system is desirable.

ESSENTIAL FUNCTIONS

Communication: Answers and evaluates incoming calls for Police or Fire and Medical services to determine the urgency of the call and whether a Police Officer should be dispatched to the scene or whether the call warrants a transfer to the Fire and Medical Department. Takes emergency phone calls by obtaining address and phone number and entering the case into the computer; answers routine questions over the phone regarding civil, criminal, and traffic laws; or directs calls to appropriate agencies.

Special Assignment: Develops and revises lesson plans, sections of training manuals, examinations, and training bulletins. Writes objective evaluations of employees in training considering both the need for documentation of progress and problems, and the effect of the choice of wording upon the self-confidence of trainees. Provides classroom instruction to Public Safety 911 Operators and other employees.

Manual/Physical: Enters information directly into a computer as it is being received over the phone. Detects distinct tones from a Telecommunications Device for the Deaf (TDD). Detects unclear or unusual sounds on the phone that might be a call for help. Records previously received information in writing, rapidly and accurately, while receiving new information. Multi-tasks by handling text-to-911 calls as well as voice calls simultaneously. Work is confined to the communications console area under conditions requiring close contact with other employees, often during stressful situations.

Mental: Evaluates incoming phone calls within the first few seconds of conversation as to whether it is an emergency or non-emergency. Remembers details and procedures and applies such instantaneously in an emergency situation. Makes sound decisions and quickly reacts positively under stressful conditions which typically entail the life or well being of a citizen. Uses verbal negotiation techniques to handle callers in high-risk situations, where the caller may be frantic, hysterical, or agitated, etc. Copes with emotionally intense situations that may include the death of a citizen or officer.

Special Assignment: In the capacity of trainer, closely monitors and continually assesses the reactions and activities of the employee in training in order to ascertain a proper response on the employee's part, and his/her capability; and intervenes as necessary to ensure that field personnel and the public are provided the service needed.

Knowledge and Abilities:

Knowledge of:

the operations and services normally provided by the Police and Fire and Medical Departments; basic telephone etiquette; and public relations techniques.

Ability to:

learn the Police Department organization, procedures, and operating policies;
learn the main Mesa streets and their hundred blocks and City boundary limits;
learn district boundaries;
learn the Computer-Aided Dispatch (CAD) formats and commands as they pertain to the Public Safety 911 Operators;
learn the radio and case disposition codes;
deal effectively with upset individuals when obtaining information;
handle negative comments and feedback from the public;
cope with emotionally tense situations;
remember details and make decisions under stressful conditions;
shut out extraneous information from the work environment, while selectively listening to information recognized as crucial; and
establish and maintain effective working relationships with Police Department employees, Fire and Medical Department employees, and callers.

The duties listed above are intended only as general illustrations of the various types of work that may be performed. Specific statements of duties not included does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Job descriptions are subject to change by the City as the needs of the City and requirements of the job change.

Revised 1/21

TR/js/co

CS3730.DOC (Full-time)

PAY GRADE: 45

CS3850 (Part-time)

PAY GRADE: 45

CS4048 (Part-time, Non-Benefited)

PAY GRADE: 45

EEO-A/S

IND-8810

JOB FCTN-PUB

SWORN-No

INCREMENTS 43-200