

## **POLICE DISPATCHER**

### **JOB DESCRIPTION**

**Classification Responsibilities:** A Police Dispatcher is responsible for receiving and dispatching calls and messages for Police emergency services and maintaining radio contact with mobile units. A Police Dispatcher works in the Police Communications Center which is responsible for dispatching Police Officers for the City of Mesa involving high volume of radio traffic and monitoring of status changes during routine and emergent situations. Staffing and workload sometimes require employees to also handle 911 calls. Calls and messages include routine reports, referral information, and emergency calls for assistance from citizens, and Police personnel. This class performs related duties as required.

**Distinguishing Features:** Police Dispatcher is a civilian position. The majority of all functions require entering data into a computer as it is being received and monitoring up to five radio channels simultaneously. All work is performed in accordance with department policies and procedures, and local, state, and federal regulations. A Police Dispatcher works rotating shifts that include nights, weekends, and holidays. Supervision is received from a Police Communications Shift Supervisor who reviews work through observation on the job and results achieved. This class is FLSA nonexempt.

**Special Note:** Progression to Police Dispatcher from the Public Safety 911 Operator classification is accomplished through a competitive promotional exam. The employee must have completed the probationary requirement as a Public Safety 911 Operator with the Mesa Police Department and demonstrate the level of competency necessary to perform the duties with minimal supervision and assistance. Demonstration of competency is accomplished through satisfactory completion of a formal training program conducted by Police Communications personnel. Employees in the classification of Police Dispatcher Trainee or Police Dispatcher - Lateral may progress to Police Dispatcher through a noncompetitive criteria-based promotion, based on successful completion of training and satisfactory performance.

**Special Assignment:** A Police Dispatcher on special assignment serves as a trainer of newly promoted Police Dispatcher Trainees or Police Dispatcher - Lateral. 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 intervening quickly and decisively where necessary (to prevent harm to citizens or public safety personnel) and not intervening in order to allow the trainee to learn. A Police Dispatcher may temporarily be assigned to serve as shift supervisor for an entire shift.

### **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.** A minimum of one year of experience as a Public Safety 911 Operator with the City of Mesa, including successful completion of the current Public Safety 911 Operator training program and probationary period OR successful completion of the current Police

Dispatcher Trainee program and satisfactory performance. Must successfully pass Critical test prior to hire or promotion date.

**Special Requirements.** Candidates given a conditional job offer will be required to successfully complete a hearing test. Because of the confidential, sensitive nature of information handled, successful completion of a background investigation, polygraph testing, and psychological examination are required.

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

**Preferred/Desirable Qualifications.** None.

## **ESSENTIAL FUNCTIONS**

**Communication:** Answers and evaluates incoming calls for Police emergency services to determine urgency of the call and whether units should be dispatched to the scene. Hears and understands radio communication, the effectiveness of which may be worsened by varying radio output levels, radio repeater tower locations, outside noise at the scene where the unit is, background noise at the dispatch location, radio interference from outside sources, and field personnel not speaking clearly or loudly enough. Maintains on-the-air radio discipline in accordance with local, state, and federal regulations. Answers questions for public safety personnel on the inquiry radio channel. Prepares written statements for case entries.

Coordinates multi-agency responses. Answers routine questions over the phone regarding civil, criminal, and traffic laws, or directs calls to appropriate agencies. Serves as inquiry operator by processing all requests from field units for Driver's License, wanted person, registration, and stolen vehicle checks which entails entering the information given by the officer in a predetermined format into the computer, and then evaluating the situation to obtain the facts needed. Utilizes various communication techniques to calm callers on the phone and obtain the necessary information. Notifies specialty units as necessary. Broadcasts information for the Pronet and Bullseye operations.

**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 Police Officer - Recruits, other Police Dispatchers, and Public Safety 911 Operators.

**Manual/Physical:** Enters information directly into a computer as it is being broadcast over the radio or obtained over the phone. Visually monitors unit status on a screen in order to maintain knowledge of the current status of field personnel and the calls assigned to them. Switches to manual operations when the Computer-Aided Dispatch (CAD) system is not working, including: determining beat/grid or plat/grid and entering on dispatch cards; maintaining a written log of status on all calls assigned; noting received, arrival, and clear times on dispatch cards for documentation purposes; and entering cases on the CAD system when it returns on-line. Records previously received information in writing, rapidly and

accurately, while receiving new information. Operates a Computer Telephony Integration (CTI) system, base radios, computer terminals, and teletype equipment to receive and transmit information. Works while confined to a communications console area under conditions requiring close contact with other employees, often during stressful situations. Reads maps in order to give verbal directions on the phone to persons who are unfamiliar with the City. Detects distinct tones from a Telecommunications Device for the Deaf (TDD). Utilizes the alpha paging system for notifications. Multi-tasks by conducting conversations on the phone while monitoring radio traffic and keeping up with requests from Police Officers.

**Mental:** Evaluates incoming phone calls within the first few seconds of conversation as to whether it is an emergency or non-emergency and determines the priority. Decides which, and the number of, units to dispatch by considering such factors as time of day, description and location of calls or incidents, units available, and probable degree of hazard to responding field personnel. Determines when status priority should be upgraded. Maintains an accurate status of all units. Decides when to restrict non-essential emergency traffic. Remembers details and procedures and applies them instantly in emergency situations. Makes sound decisions and quickly reacts positively under stressful conditions which typically entail the life or well-being of a citizen or public safety member who is in danger.

**Special Assignment:** In the capacity of acting shift supervisor: determines the correct call outs of off-duty Police personnel by assessing the seriousness of the situation within the constraints of procedures; handles complaints from public safety personnel and citizens; determines whether a radio or phone problem is significant enough to call in off-duty technicians. 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 their capability; and intervenes as necessary to ensure field personnel and the public are provided the service needed.

**Knowledge and Abilities:**

Knowledge of:

Police Department organization, procedures, services, and operating policies;  
operating procedures of the Police Communications Center;  
local geography, including main streets and their hundred blocks, relative distance between streets, City boundary limits, sectors and beat areas;  
CAD formats and commands pertaining to the 911 operator, or police dispatcher;  
the Federal Communications Commission rules and regulations pertaining to the operation of public safety, municipal government, and public utility radio communications services;  
basic telephone etiquette; and  
public relations techniques.

Ability to:

perform several tasks simultaneously;  
dispatch police services;  
listen to incoming phone information, and assimilate spoken instructions or information from other dispatchers or a shift supervisor;

scan the personal computer (PC) screen rapidly in order to select pertinent information;  
monitor police alarm panels;  
shut out extraneous information from other radio channels and coworkers, while selectively listening to information recognized as crucial;  
acquire mapping and global positioning competencies for the Automatic Vehicle Locator (AVL) function;  
speak with a clear, well-modulated, and pleasant voice;  
deal effectively with upset individuals in obtaining information;  
handle negative comments and feedback from the public;  
cope with emotionally tense situations which may include the death of a citizen or officer;  
remember details and make decisions under stressful conditions; and  
establish and maintain effective working relationships with coworkers, supervisors, police and fire field personnel, and the general public.

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.

New 12/18

TR/ya/st

CS4770.DOCX (Full-Time)

PAY GRADE: 47

CS4772 (Part-Time)

PAY GRADE: 47

CS4775 (Part-Time, Non-Benefited) PAY GRADE: 47

EEO-A/S

IND-8810

JOB FCTN-PUB

SWORN-No

INCREMENTS 43-200