



CITY OF PICKERINGTON

An Equal Opportunity Employer

POSITION DESCRIPTION

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| Employee Name: _____ | Position Title: Public Safety Dispatcher I |
| Dept.: Police | Employment Status: Full-time, Regular |
| Reports to: Public Safety Dispatcher II | FLSA Status: Non-exempt |
| Class #: 6101 | Civil Service Status: Classified |

GENERAL DESCRIPTION: Under general supervision of Public Safety Dispatch Supervisor and direct supervision of the Public Safety Dispatcher II, responsible for obtaining and delivering information in a timely manner, as needed, for the safety and security of the community. Receives incoming calls for service via 9-1-1 emergency lines, business lines, as well as radio transmissions and lobby walk-ins. Responsible for prioritizing and dispatching the appropriate personnel (police and fire) to the proper locations to aid the public.

QUALIFICATIONS: An example of acceptable qualifications:
High school diploma or completion of equivalent (G.E.D).

LICENSURE OR CERTIFICATION REQUIREMENTS: (*indicates developed after employment)
*LEADS/CCH Certification; CPR/AED Certification; *Public Safety Telecommunications Best Practices for Missing and Abducted Children; *NIMS: IS-100, IS-100 LE, IS-200, IS-700, IS-704; *Notary Public; Emergency Medical Dispatch Certification (optional). *Must be able to obtain and maintain CPR/AED certification through American Red Cross (or equivalent), per City policy.

EQUIPMENT OPERATED: The following are examples only and are not intended to be all inclusive:
Personal computer (including software/applications), miscellaneous office equipment; police dispatching equipment; two-way radio operations; LEADS; TDD; recording devices, building security cameras.

INHERENTLY HAZARDOUS OR PHYSICALLY DEMANDING WORKING CONDITIONS:
Exposure to chemical compounds found in an office environment (e.g., toner, correction fluid, etc.); works in conditions requiring long periods of sitting and computer work that may cause problems and/or irritate back, neck, and wrists; employee is often required to walk, use hands and fingers to feel, handle or operate objects, tools, or controls and to reach with hands and arms; specific vision abilities required by this job include close vision and the ability to focus; is exposed to possible injury from extremely noisy conditions above 85db (e.g., gunfire, etc.); has contact with potentially violent or emotionally distraught persons; may require employee to work flexible schedule including second and/or third shift (which may contribute to abnormal sleep patterns), evenings, weekends, and holidays.

Note: In accordance with the U.S. Department of Labor physical demands strength ratings, this is considered sedentary work. Work is primarily performed in an office setting.

In cases of emergency, unpredictable situations, and/or department needs, may be required to lift, push, pull, and/or carry objects heavier than D.O.L. strength ratings recommend.



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JOB DESCRIPTION AND WORKER CHARACTERISTICS:

JOB DUTIES in order of importance

ESSENTIAL FUNCTIONS OF THE POSITION: For purposes of 42 USC 12101:

- 60% (1) Record and monitor all calls for police in Computer Aided Dispatch (CAD) System and dispatch proper personnel via radio. Interpret and transmit important information from 9-1-1 equipment to emergency personnel or to proper jurisdiction when misrouted. Monitor various radio frequencies for transmissions. Give potential, lifesaving instructions to, sometimes distraught callers over the telephone. Operate/query state regulated computer terminal (LEADS) for information on vehicles and persons per Officer's request; including making entries (i.e. wanted/ missing people, stolen/impounded vehicles; criminal histories and sending messages to other agencies regarding sensitive law enforcement information). Maintain warrant logs as needed; respond to Community and Public requests regarding special events and routine questions (i.e. driving directions/road conditions, telephone numbers, fingerprint inquiries, etc.). Maintain needed forms and logs for vehicle impounds, adult and juvenile ticket and charge log, traffic cone log, and resident vacation checks. Assist Clerk of Court in collecting bond/fines and issue receipts. Gather, copy, stamp and prepare court packets for arrestees. Prepare the daily tickets for Court Clerk and prepare affidavits/personal recognizance bonds and notarize documents as needed. Assist outside agencies by sending back-up emergency personnel when requested; query and relay business/residence information from CAD system.
- 35% (2) During high risk situations, notify the appropriate supervisor and any special units requested by the on-scene OIC, in addition to maintaining regular shift duties. Attend meetings, conferences and training seminars as needed and approved. May perform additional clerical and/or reception duties, including but not limited to notifying officers of changes in the court schedule, completing and distributing extra patrol forms, print daily logs, make copies and distribute reports as needed, load important address information into the records management system.
- (3) Demonstrates regular and predictable attendance.

OTHER DUTIES AND RESPONSIBILITIES:

- 5% (4) Performs other job related duties as necessary.

MINIMUM ACCEPTABLE CHARACTERISTICS: (*indicates developed after employment)

Knowledge of: *City and departmental goals, objectives, and functions; *local geographic area; management and supervisory principles; public relations; *public safety radio dispatching procedures (and FCC laws); *law enforcement procedures and methods; office management and standard office practices.

Skill in: computer operation (including software/applications such as Microsoft Office, database management, *LEADS, *TDD, *other department specific software, *digital recording software, etc.); typing speed 45+ wpm;

Developed by:

Date Adopted: _____

Clemans, Nelson & Associates, Inc.

Date Revised: _____

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use of modern office equipment; interpersonal communication; organization and time management; spelling, grammar, and mathematics; *two-way radio operations.

Ability to: multi-task efficiently, read, analyze, and understand various directives and regulations, and assemble related data; define problems, collect data, establish facts, and draw valid conclusions; apply principles to solve practical problems; deal with variety of variables in unfamiliar context; perform simple mathematical calculations; understand most difficult classes of concepts; exercise independent judgment and discretion; understand, interpret, and apply laws, rules, or regulations to specific situations; select most qualified applicant according to specifications for referral; determine material and equipment needs; communicate effectively, and develop and maintain effective working relationships with employees, coworkers, department heads, officials, and general public; prepare simple reports; use proper research methods in gathering data; travel to and gain access to work site.

POSITIONS DIRECTLY SUPERVISED:

None.

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Date Adopted: _____

Date Revised: _____

Developed by:

Clemans, Nelson & Associates, Inc.

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