PUBLIC SAFETY DISPATCHER

NATURE OF WORK

This is responsible technical and complex work receiving, dispatching or referring emergency and non-emergency calls on an assigned shift. This is a civilian position.

Work involves utilizing various technologies used by a public safety emergency communications center to receive and dispatch calls for law enforcement units, fire, EMS (emergency medical systems) units and other emergency services.   Work also involves utilizing CJIS, NCIC and records management systems associated with an information Channel and Data Entry Position.   An employee in this class exercises judgment following well established procedures made in accordance with federal, state and departmental regulations.   Supervision is received from an administrative superior with work being reviewed in the form of reports, conferences and effectiveness of services provided.

EXAMPLES OF WORK PERFORMED

Receives calls via 911 emergency and non-emergency lines; obtains information from caller regarding the emergency or non-emergency situation.

Dispatches appropriate law enforcement units, fire and EMS units for the City of Lincoln, Lancaster County and surrounding rural fire districts.

Maintains current status of dispatched units in the Computer Aided Dispatch system.

Responds to citizen's questions, inquiries and complaints; takes reports; refers individuals to proper personnel or agencies, local, state and federal.

Receives and responds to informational radio and telephone requests from field personnel, external law enforcement agencies and others authorized to receive information.

Enters information provided by caller into CAD (Computer Aided Dispatch) system for calls requiring dispatch.

Creates reports in records management system.

Maintains, initiates and processes broadcasts and all files associated with wanted persons or property entered into the state or national crime computers.

Trains new employees under the guidelines of the Emergency Communications Center training program.

Performs related work as required.

DESIRABLE KNOWLEDGE, ABILITIES AND SKILLS

Knowledge of the principles and practices of radio communications, as well as the proper procedures used in emergency service dispatching.

Knowledge of the names and locations of principal streets and buildings in Lincoln, Nebraska and surrounding villages in Lancaster County.

Knowledge of the types, staffing requirements and uses of firefighting apparatus and law enforcement units.

Knowledge of the operation of communication and public safety technologies.

Ability to think and act quickly and calmly in emergency situations.

Ability to obtain accurate and complete information from callers who may be frantic and incoherent due to emergency conditions.

Ability to speak clearly and concisely in a well modulated voice and to use good diction.

Ability to function accurately while working under considerable pressure.

Ability to understand and follow moderately complex oral and written instructions and procedures.

Ability to establish and maintain effective working relationships with public safety officials, co-workers and the general public.

Ability to work shifts in a 24x7x365 operation including overtime as needed.

Skill in the operation of public safety technologies.

DESIRABLE TRAINING AND EXPERIENCE

Associates degree with coursework in business or communications with 2 to 4 years of experience in the operation of communication and emergency service equipment utilized in dispatching public safety and medical emergency personnel.

MINIMUM QUALIFICATIONS

Graduation from a senior high school or equivalent; or any equivalent combination of training and experience that provides the desirable knowledge, abilities and skills.

NECESSARY SPECIAL REQUIREMENT

CPR certification is required prior to the completion of the probationary period.

Emergency Medical Dispatch certification is required prior to the completion of the probationary period.

Certification on the National Crime Information Center computer system as required.

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