

SENIOR PUBLIC SAFETY DISPATCHER

NATURE OF WORK

This is responsible technical and complex work receiving, dispatching or referring emergency and non-emergency service 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 and 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. This class is distinguished from the Public Safety Dispatcher in that it requires that the employee be proficient in Police dispatch, Fire dispatch, Call Take, and NCIC or have six years of experience as a Public Safety Dispatcher. 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

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

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

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

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

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.

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

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.

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 police 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.

Skill in the operation of a public safety technologies.

Ability to work shifts in a 24x7x 365 operation including overtime as needed.

DESIRABLE TRAINING AND EXPERIENCE

Associates degree with coursework in business or communications with 4 to 6 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 with a minimum 6 years of experience as a Public Safety Dispatcher or having four proficiencies which include call take, Police dispatch, Fire dispatch and NCIC; or any equivalent combination of training and experience that provides the desirable knowledge, abilities and skills.

NECESSARY SPECIAL REQUIREMENT

CPR certification is required.

Emergency Medical Dispatch certification as required.

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

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