



City of Casa Grande

Public Safety Dispatcher

GENERAL PURPOSE: Under general supervision, responds to emergency and non-emergency calls for service, identifies and dispatches appropriate law enforcement, fire and emergency service units, gathers and relays critical information; complies with Police and Fire Department policies and procedures to assure the safety of officers and the public.

PRIMARY DUTIES AND RESPONSIBILITIES:

*The following duties **ARE NOT** intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.*

- Answers incoming emergency and non-emergency calls; projects positive support of the City organizations at all times.
- Interviews callers and gathers details; prioritizes calls for service and determines appropriate personnel to respond; dispatches calls for service; relays pertinent information to law enforcement and emergency services officers in a concise manner; provides information and assistance to the public within scope of authority.
- Provides detailed call information to officers as needed; maintains status and awareness of Police patrol unit locations; monitors message traffic and relays information to officers.
- Enters emergency assistance calls into the computer aided dispatch (CAD) incident logs; inputs information into the ACJIS & NCIC computer system; maintains records and files.
- Contacts other law enforcement agencies for additional information and resources as needed, and relays pertinent information regarding incidents.
- Notifies key City personnel on critical incidents; follows all Department policies and procedures to assure that officer safety is the top priority.
- Enters and verifies warrant information, and confirms warrants for other agencies.
- Performs inquiries and criminal history checks for officers through ACJIS & NCIC; sends inquiries to other agencies for warrant confirmations or general information.
- Enters data for records and reports; processes forms and record files; queries system databases as requested.
- Performs other duties as assigned or required.

SUPERVISION EXERCISED: None.

JOB DESCRIPTION
PublicSafetyDispatcher.doc

MINIMUM QUALIFICATIONS:

Education and Experience:

High School diploma or GED equivalent, ability to type 45 words per minute, and one (1) year of clerical and computer experience.

Necessary Knowledge, Skills and Abilities:

- Knowledge of City policies and procedures.
- Knowledge of equipment utilized in law enforcement communications including radio, computer and dispatch equipment.
- Knowledge of law enforcement patrol procedures.
- Knowledge of City geographical area, road systems, and the locations of landmarks.
- Knowledge of Police and Fire Departments' standard dispatch policies and procedures.
- Knowledge of basic laws and regulations governing the release of information from law enforcement agency records.
- Knowledge of basic processing and maintenance of law enforcement reports and records.
- Knowledge of the principles of record keeping and records management.

- Skill in handling multiple tasks simultaneously, under pressure, and in emergency and stressful situations.
- Skill in obtaining information from hostile or emotional citizens.
- Skill in determining priorities and handling high-pressure situations.
- Skill in communicating clearly and concisely and relaying details accurately.
- Skill in remembering names, numbers and locations, and reading maps quickly and accurately.
- Skill in handling high volume of telephone calls.
- Skill in working under pressure of deadlines, and establishing and maintaining cooperative working relationships with employees, officials, other agencies and the general public.
- Skill in following and effectively communicating verbal and written instructions.

Special Requirements: Requires ACJIS & NCIC certification within the probationary period; depending on the needs of the City, incumbents in this classification may be required to obtain and maintain additional licenses or technical certifications.

Physical Demands / Work Environment: Work is performed in a fast paced, high volume call center environment.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as needed.