

CITY OF GREENACRES

POSITION DESCRIPTION

Position Title: Public Safety Dispatcher	Job Code No.: 5584
Department: Public Safety	Classification: Non-exempt
Full-Time <input type="checkbox"/> or Part-Time <input checked="" type="checkbox"/> (check one)	Hours/wk : Vary Salary: \$20.00
Reports to: Communications Supervisor	Effective: 7/06/09 Revised:
Directly supervises: N/A	Benefits: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

Position Summary: Responsible for dispatching police services, monitoring radio communications, and receiving/processing requests for emergency and non-emergency assistance.

Essential Duties and Responsibilities:

(The duties listed are intended to serve as an example of the typical functions performed. They are not exclusive or all inclusive and will vary with assignments.)

- Monitors radio traffic of all channels to respond to radio calls and maintain an awareness of activities.
- Operates national/state criminal information system (NCIC/FCIC and PALMS) to conduct requested data inquiries.
- Answers telephone calls for service and determines the proper response.
- Dispatches appropriate personnel to calls for service.
- Directs all calls to appropriate individuals, divisions or outside agencies.
- Maintains accurate logs and records.
- Processes, disseminates and maintains official department reports and records.
- Monitors security devices in the Public Safety facility.
- Facilitates communication between city's field units and other agencies when working an incident that requires a multi agency response.
- Searches, retrieves, changes and updates information in multi computer programs.
- Reports equipment failures to appropriate service contractors.
- Monitors teletype for important messages to be broadcasted to field units.
- Performs other duties as assigned.

Knowledge, Skills and Abilities Requirements:

- Knowledge of:
 - Basic clerical procedures.
 - Emergency operations (police/fire/EMS).
 - Customer Service procedures.
 - FCIC/NCIC standards.
- Ability to:
 - Work effectively under all conditions encountered.

- Make quick and sound decisions in emergency situations.
- Prioritize non-emergency and emergency calls.
- Acquire and utilize knowledge of FCC Regulations, city geography and FDLE guidelines.
- Operate all equipment used in the Communications Unit.
- Understand and adhere to rigid regulations and policy procedures.
- Work well in a team environment.
- Sit for long periods of time.
- Provide directions from maps.
- Be available to work day, night, and rotating shifts, including weekends and holidays.
- Maintain confidentiality.
- Establish and maintain effective working relationships with other departments and administrative officials.
- Express self clearly and concisely, orally, and in writing.
- Support the City's Mission, Values, and Goals.

Education and Experience Requirements:

- Graduation from an accredited high school or possession of a State issued G.E.D. certificate or equivalent.
- Three (3) years of experience in an Emergency Dispatching Center.
- CJIS certification (Criminal Justice Information System), 911 Public Safety Answering Point-TDD certification, and FCIC/NCIC certification.
- A typing speed of 25 WPM.

Physical Requirements/Working Conditions:

- No unusual physical requirements are inherent in this position.
- Primary working conditions are typical for an indoor/office environment.

Tools and Equipment Used:

- Telephones (emergency and non emergency lines) T.D.D
- Fax machine
- ALI/ANI
- Copy machine
- Radio console
- Recording equipment
- Teletype computer
- Facility monitoring and security system
- Computer/Printer

The position description does not constitute an employment agreement, and is subject to change by the employer or the needs of the employer and requirements of the job change.

Approved by: _____
City Manager

Date: _____