

CITY OF GREENACRES

POSITION DESCRIPTION

Position Title: Public Safety Dispatcher	Job Code No.: 5583
Department: Public Safety	Classification: Non-exempt
Full-Time <input checked="" type="checkbox"/> or Part-Time <input type="checkbox"/> (check one)	Hours/wk or Shift: 40
Reports to: Communications Supervisor	Effective: 10/01/04 Revised: 09/22/09
Directly supervises: N/A	Benefits: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

Position Summary: Responsible for dispatching of police services, monitoring of radio communications and receiving/processing of requests for emergency/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.
- Transfers Fire and EMS calls to Palm Beach County dispatching authority.
- 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.
- Assists Communication Training Officers with trainees when needed.
- Performs other duties as assigned.

Knowledge, Skills and Abilities Requirements:

- Knowledge of:
 - Basic clerical procedures.
 - Emergency operations.
 - Customer Service procedures.

