

Code: 3525

Title: EMERGENCY DISPATCHER

SUMMARY: Operates various communication equipment, receiving emergency calls and dispatching public safety units.

DUTIES/RESPONSIBILITIES: (Work assignments may vary depending on the department's needs and will be communicated to the applicant or incumbent by the supervisor.)

Monitors emergency and general support radio frequencies;
Receives emergency and non-emergency calls from the public, dispatchers, and law enforcement agencies via telephone and radio systems;
Determines priorities of all calls and dispatches required units and/or agencies;
Receives radio calls from field units;
Transmits messages via radio, telephone, computer, fax, or other communication equipment;
Makes inquiries of various sources to obtain requested information or services by phone or computer automated communication equipment;
Maintains status and location control of all public safety personnel involved in department activities;
Controls the assignment of vehicles and directs vehicles to the scene of emergency situations;
Creates and maintains manual and/or computer automated records of public safety communications activities;
Uses various computer systems for data entry and information retrieval;
Submits progress reports and evaluations on trainees;
Performs duties of shift supervisor in supervisor's absence.

KNOWLEDGE & SKILLS:

Knowledge of:

- public service activities and the organization, policies, and methods of County government;
- the rules and regulations of the Federal Communications Commission covering the operation of radio receivers and transmitters;
- the proper use and care of radio and telephone equipment;
- basic mathematics and English grammar;
- law enforcement terminology.

Skill in:

- observing situations analytically and objectively and recording them clearly and completely;
- reacting quickly and calmly in emergencies;
- communicating clearly and concisely and relaying details accurately;
- handling situations firmly, courteously, tactfully and impartially;
- recalling numerous details and essential information;
- determining priorities;
- the operation of radio, telephone, keyboard, computer terminal, or related communications equipment.

MINIMUM QUALIFICATIONS:

One year of experience receiving and dispatching law enforcement calls.

OTHER REQUIREMENTS:

Physical/Sensory Requirements: Physical and sensory abilities will be determined by position.

This class specification is intended to indicate the basic nature of positions allocated to the class and examples of typical duties that may be assigned. It does not imply that all positions within the class perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned.

Pima County

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