

*Code: 3533*

*Title: EMERGENCY DISPATCHER TRAINER*

**SUMMARY:** Trains Emergency Dispatchers for law enforcement communications operations at a centralized communications facility.

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

Develops training outlines and instructional materials for classroom training;  
Conducts classroom training for Emergency Dispatchers and other personnel;  
Develops test materials and training criteria;  
Develops selection criteria and assists in the selection of personnel;  
Trains and assists dispatcher trainees in receiving emergency and non-emergency telephone calls from the public, other law enforcement and governmental agencies;  
Trains and assists dispatcher trainees in receiving emergency and non-emergency telephone calls from the public, other law enforcement and governmental agencies;  
Trains and assists dispatcher trainees in transmitting radio calls from law enforcement and non-law enforcement field units;  
Assists in staff selection and evaluation;  
Works with other departments to instruct their personnel in proper usage of communications equipment;  
Maintains liaison with county departments and other public and private agencies to coordinate requirements of all agencies;  
Assists in budget preparation and scheduling of personnel.

**KNOWLEDGE & SKILLS:**

Knowledge of:

- operation of law enforcement communications equipment including radio, telephone and computer terminals;
- English grammar;
- techniques of instructional development and training;
- rules and regulations of the Federal Communications Commission covering the operation of radio receivers and transmitters;
- department rules and regulations as they pertain to communications operations;
- geography of Pima County;
- development of selection and evaluation criteria.

Skill in:

- operating law enforcement communications equipment including radio, telephone and computer terminals;
- communicating effectively, both orally and in writing;
- conducting classroom instruction and preparing instructional materials;
- determining priorities and handling situations firmly, courteously, tactfully and impartially;
- evaluating the work of others.

MINIMUM QUALIFICATIONS:

EITHER:

(1) Four years of experience in receiving and dispatching emergency calls.

OR:

(2) One year of experience with Pima County as an Emergency Dispatcher Supervisor.

(Additional relevant experience and/or education from an accredited college or university may be substituted)

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

03/24/91

Updated 05/11/09<sup>(gs)</sup>