

PUBLIC SAFETY DISPATCHER I

Definition: Under general supervision of the Public Safety Communications Shift Supervisor, receives and dispatches calls and messages for police, fire and/or emergency medical services, maintains radio contact with mobile units, and researches and verifies information requested by public safety staff. **This job class is treated as FLSA non-exempt.**

Essential Functions: Essential functions may vary among positions and may include the following tasks and other characteristics. This list of tasks is ILLUSTRATIVE ONLY and is not intended to be comprehensive list of tasks performed by all positions in this classification.

Tasks:

1. Answers and evaluates incoming calls (by phone or radio) for police or fire/emergency medical services. Determines the urgency of the call, sometimes within the first few seconds of conversation, and decides whether units should be dispatched to the scene. Hears and understands radio communication, the effectiveness of which may be worsened by outside noise at the scene where the unit is, background noise at the dispatch location, radio interference from outside sources, and field personnel not speaking clearly or loudly enough. Monitors radio contact with police, fire, and corrections personnel.
2. Remembers details and procedures and applies them instantly in emergency situations. Makes sound decisions and quickly reacts positively under stressful conditions which may entail the life or well being of a Community member or public safety member who is in danger.
3. Enters, updates, and/or deletes the following kinds of information into the Arizona Criminal Justice Information System (ACJIS): missing persons or runaways; stolen, recovered, and/or abandoned vehicles. Assists Police Officers in retrieving information from the computer aided dispatch (CAD) system/ACJIS; e.g., a subject's personal information, description, present/last known address, vehicle, and any prior incidents or contacts with police officers.
4. Using a computer or written log, documents the time and nature of each call received, which unit(s) responded, the action taken, and the disposition of the call.
5. Responds to inquires from the public by providing such information as the phone numbers and local department information appropriate to their need, general information regarding traffic tickets, incidents, and accident reports and the responsible officer.
6. Monitors the alarm system board; when the alarm system is activated, contacts or locates a responsible person or available employee to respond by securing the building and resetting the alarm, or advise of the situation that activated the alarm.
7. Operates the National Crime Information Center (NCIC) computer terminal to enter/request law enforcement information.
8. Contacts, or assists in contacting on call personnel/other agencies such as housing, SRP water and electrical services, medical air evacuation provider, and child protective services. Notifies a hospital when the medics/ambulance are transporting a patient and ascertain whether the hospital would be able to handle/receive more patients.
9. Operates Enhanced 9-1-1 telephone system including TDD (telephone for hearing impaired)
10. Performs other job-related duties as assigned to maintain and enhance department operation.

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Knowledge, Abilities, Skills and Other Characteristics:

- Knowledge of the history, culture, laws, rules, customs and traditions of the Salt River Pima-Maricopa Indian Community.
- Knowledge of the names and locations of homes and businesses in the Community.
- Knowledge of the emergency services and other resources provided by cities adjacent to the Community.
- Knowledge of English usage, spelling, grammar and punctuation.
- Knowledge of general Police Department operations.
- Knowledge of police, medical, and fire codes and related jargon.

- Skill in remembering details and making decisions under stressful conditions.
- Skill in operating communications equipment (multi-line telephones, base radio, computer terminals, teletype equipment) quickly and accurately.
- Skill in remaining calm and calming others in emergency situations so that necessary information related to the emergency can be obtained and relayed.
- Skill in establishing and maintaining effective working relationships with state, federal, and local law enforcement officers, other staff, and the public.

- Ability to shut out extraneous information from other radio channels and coworkers, while selectively listening to information recognized as crucial.
- Ability to cope with emotionally tense situations.
- Ability to perform several tasks simultaneously.
- Ability to work under pressure, exercise good judgment and make sound decisions in emergency situations.
- Ability to type accurately at a speed necessary for successful job performance.
- Ability to communicate clearly and concisely, both orally and in writing.
- Ability to distinguish between emergency and non-emergency calls.

Qualifications:

- **Education & Experience** -- Graduation from high school or GED and experience equivalent to one year of public contact work. Must type a minimum of 35 wpm NET.
- **Special Requirements** - Positions in this job class are subject to working a rotating schedule which may include nights, weekends and holidays
- **Special Qualifications:** Successful completion of Police Department background investigation, polygraph and psychological examinations.
- **Equivalency:** Any equivalent combination of education and experience that will allow the applicant to satisfactorily perform the duties of the job may be considered.
- **Insurability** - Must possess a valid Arizona operator's license and be insurable under the tribal insurer requirements which are outlined as follows. Must be at least 18 years of age and have one (1) year of driving experience in the class of vehicle operated. Driving disqualifications will occur if during the last three (3) years, the driver has any of the following convictions: for a felony; sale, handling or use of drugs; alcohol or drug related offense that is automobile related; three (3) or more speeding violations; more than two (2) speeding tickets in excess of 15 mph; one or more other serious violations. "Serious violations" are defined as: driving under the influence of alcohol/drugs; violation for alcohol offence during use of a vehicle; failure to stop/report an accident; driving while impaired; making a false accident report; homicide, manslaughter or assault arising out of the use of a vehicle; driving while license is suspended or revoked; racing; attempting to elude a police officer. Other disqualifications would include having a driver's license suspended or revoked and involvement in two (2) or more chargeable incidents.