

**City of Somerton
Job Description**

Job Title: 911 Emergency Dispatcher
Department: Police
Reports To: Department Director
FLSA Status: Non-exempt
Salary Range: \$16.03 hourly

Summary:

Under basic supervision, answers emergency and non-emergency calls for service; takes information from callers and enters information into Computer Aided Dispatch (CAD) database; provides assistance and information to law enforcement, fire, emergency medical services, animal control area agencies and the general public.

ESSENTIAL FUNCTIONS: -- *Essential functions, as defined under the Americans with Disabilities Act, may include any of the following representative duties, knowledge, and skills. This is not a comprehensive listing of all functions and duties performed by incumbents of this class; employees may be assigned duties which are not listed below; reasonable accommodations will be made as required. The job description does not constitute an employment agreement and is subject to change at any time by the employer. Essential duties and responsibilities may include, but are not limited to, the following:*

- Answers emergency and non-emergency calls for police, fire, personal assistance, and emergency medical assistance; determines appropriate call classification and priority.
- Answers incoming emergency calls; interviews and pacifies callers and gathers details; prioritizes calls for service and determines appropriate personnel to respond; dispatches emergency responders; relays pertinent information to law enforcement and public safety personnel in a concise, organized and understandable manner; monitors radio channels and provides immediate information and assistance.
- Follows multiple departmental policies and procedures. Provides information to law enforcement officers, emergency services personnel, and general public; notifies other state, Federal and regional agencies as directed.
- Provides detailed call information to responding personnel; maintains status and awareness of all public safety unit locations; monitors message traffic, and relays information to assure that responders' safety is top priority.
- Enters call information into Computer Aided Dispatch (CAD) incident logs; tracks a variety of law enforcement, fire, medical, animal control and public safety agency resources.
- Notifies key personnel on critical incidents; contacts other law enforcement and public safety agencies for additional information and resources as needed, and relays information regarding dispatch incidents.
- Searches state and national data bases at Officer's request.
- Gathers information on non-emergency calls, and responds appropriately; provides information, instructions, and assistance to the public within scope of authority and training.
- Utilizes multiple computer systems simultaneously including computer aided dispatch, telephones, and radios.
- Supports the relationship between the City of Somerton and the general public by demonstrating courteous and cooperative behavior when interacting with citizens, visitors, and City staff; promotes the City goals and priorities and complies with all City policies and procedures.
- Maintains absolute confidentiality of work-related issues and City information; performs other duties as required or assigned.

MINIMUM QUALIFICATIONS

Education, Training and Experience Guidelines

- High School Diploma or GED equivalent
- Six (6) months of customer service or clerical experience
- Or equivalent combination of education, training, and experience.
- Must obtain ACJIS/NCIC and CPR certifications within six months of appointment.
- Must be able to type 30 wpm proficiently.
- Must pass a polygraph and background check.

Knowledge of:

- City policies and procedures.
- State and Federal laws, regulations and statutes, governing dispatch for emergency services.
- Law enforcement and public safety agency terminology.
- Police radio, dispatch and communication protocols, procedures, hardware and software.
- Principles and practices of confidential records management, and file maintenance.
- Geography, roads, and landmarks of City and surrounding areas.

Skill in:

- Communicating clearly and concisely, and relaying details accurately.
- Handling multiple tasks simultaneously, under pressure, and in emergency and stressful situations.
- Obtaining information from hostile and emotional callers.
- Communicating verbal and written instructions and maintaining security of confidential information.
- Operating a personal computer utilizing standard and specialized software and entering information with speed and accuracy.

LICENSE AND CERTIFICATION REQUIREMENTS

A valid Arizona State Driver's License is required. A variety of technical training and certifications are required within one year of hire, including Terminal Operator

Certification for access to Arizona Criminal Justice Information System (ACJIS).

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

Work is performed in a fast paced, high volume call center environment; incumbents must remain alert and responsive while coordinating stressful situations in a fluid and dynamic environment for uninterrupted periods of time; may occasionally be required to bend, reach, stoop, and lift objects.