

CITY OF CLINTON

DISPATCHER, PUBLIC SAFETY

This is specialized work in receiving and dispatching messages in a communications center through the use of telephone, radio and other communications equipment and operation of accessory equipment.

Work involves responsibility for receiving incoming calls for emergency services or for information, and promptly and efficiently dispatching, personnel and equipment in response to emergency police, fire and other calls or providing requested information. Disposition of calls is made in accordance with established procedures; however, an employee of this class must be knowledgeable of police and fire operations, and the geographical layout of the City. Although work is performed within established policies and procedures, it requires the exercise of sound judgement in emergency situations. Supervision and assignments are received from a superior both orally and in writing. Work is reviewed by superiors through observation, monitoring of operations, and the review of records and reports.

ILLUSTRATIVE EXAMPLES OF WORK

(Any one position of this class may not include all duties listed, nor do listed examples include all duties which may be found in positions of this class.)

On an assigned shift operates telephone, radio, and other communications equipment.

Receives complaints and emergency calls which must be properly processed; obtains all essential information for handling emergencies; dispatches appropriate personnel and equipment to scenes of police and fire incidents, accidents, natural disasters, rescue operations and other emergencies.

Receives routine calls and provides information as requested.

Maintains radio contact with all police and fire units away from station; maintains status and current information on all units in and out of service.

Monitors all alarms and dispatches unit as needed. Maintains records of all emergency and other dispatches; periodically makes routine announcements and relays messages via radio.

Operates accessory equipment which includes teletype, typewriter, and computer keyboard.

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On occasion receives and processes legal documents and makes necessary entries in docket books and logs.

Monitors tapes, changes ad marks them when necessary; cleans the tape recorder heads.

Maintains an inventory of supplies at communications desk, requesting additional supplies when needed.

Performs other duties as assigned.

DESIRABLE KNOWLEDGE, ABILITIES AND SKILLS

Knowledge of police and fire protection and emergency systems and procedures.

Knowledge of the geography of the City and the locations of streets and important buildings.

Knowledge of English, spelling, punctuation and arithmetic.

Knowledge of the occupational hazards involved in the work and the proper safety precautions for the safe performance of the job.

Ability to learn quickly the operation of telephone, radio and other communications equipment.

Ability to speak clearly in a well modulated voice and to use good diction.

Ability to think and act quickly, calmly, and efficiently in emergency situations.

Ability to establish and maintain effective working relations as necessitated by work assignments.

Ability to understand and follow oral and written instructions.

Basic knowledge in operating a typewriter and computer key board.

Must have and maintain a valid Mississippi vehicle operator's license to drive a City vehicle.

DESIRABLE EDUCATION AND EXPERIENCE

Graduation from a high school or acceptable equivalent, minimum age of twenty (20) years.

Experience with radios or in a communications center is desirable but not a requirement.