

PROVO CITY CLASSIFICATION SPECIFICATION	
Title: Dispatcher II	Job Code: 4199
Date: February 19, 2019	EEOC Code: TE
FLSA Designation: Non-Exempt	Civil Service Status: Covered (UC)

DEFINITION: This is technical work responsible to operate multiple telephones, radio channels, and computers simultaneously to dispatch public safety services promptly and efficiently on all routine and emergency calls and events.

CLASSIFICATION STANDARDS: Positions allocated to this classification are responsible to a designated supervisor and perform all tasks under close to general supervision. This work differs from the training level by its higher degree of knowledge and experience and by its expected level of independence in performing essential duties. *Note: Employees of this class are eligible for advancement to the next level of the career series as directed by policy.*

ESSENTIAL DUTIES: Receive, review, and prioritize emergency and non-emergency calls and requests for assistance from the public, public safety personnel, and other agencies using a variety of computer-aided dispatch, telephone, and radio systems; act as the "first link" in channeling requests for all facets of the public safety system, including police, fire, emergency medical, and other City services; respond to requests for assistance by parties in violent or life-threatening situations; utilize interactive interrogation skills to elicit pertinent and crucial information from individuals who are emotionally distraught, frightened, abusive, irate, or threatening; analyze the nature and severity of an incident, determine call priority, confirm location, and dispatch appropriate personnel in accordance with established policies and procedures; handle multiple emergencies simultaneously; provide medically-approved telephonic instructions on lifesaving techniques; maintain radio contact with and track current status and location of all law enforcement, emergency medical, and fire units in the field.

Assist with criminal investigations through detailed computer searches; enter and update stolen vehicle and missing persons information in the NCIC; perform State computer transactions; perform 911 data updates; log vehicle impounds for both police-related calls and private property; maintain computer and hard copy business contact information for after-hour needs; maintain on-call notification list for emergency call-outs; perform various record keeping, filing, indexing, and other clerical work; monitor juvenile holding room and interview rooms; assist with quality assurance; ensure total compliance with all ordinances and local, State, and Federal regulations; assist other staff members as needed; perform other related duties as required.

MINIMUM REQUIREMENTS: High School Diploma or equivalent and one (1) year of experience as a public safety dispatcher. Typing speed of 40 WPM net is required.

License(s)/Certification(s): A valid, lawful Driver's License is required. BCI terminal, Emergency Medical Dispatch, POST Dispatch or equivalent Public Safety Telecommunicator certification (department to determine equivalency), and CPR certifications are required.

SELECTION FACTORS: *Knowledge of:* applicable police, fire, and emergency medical

response protocols; related laws, codes, policies, procedures, rules, and regulations governing functions of the position; terminology common to the work; two-way radio operations and transmission procedures; the geographical layout of Provo City and surrounding areas; basic English composition, spelling, and grammar. **Skill in:** computer operation, data entry, and information retrieval; extracting critical information from emotionally distraught, frightened, abusive, irate, or threatening individuals; identifying pertinent details from written materials and conversations; practicing trust-building behaviors. **Ability to:** multitask; assess and prioritize emergency and non-emergency situations and respond calmly, quickly, and accurately; work under extreme and frequent pressure; appropriately handle confidential information; exercise independent judgment while evaluating situations and in making determinations; communicate effectively, both verbally and in writing; deal with the public, fellow workers, and others in a pleasant, courteous, and calm manner in all circumstances; perform duties in a manner that demonstrates respect, integrity, courtesy, and kindness towards coworkers, customers, and the public; develop and maintain effective working relationships with the public, coworkers, and superiors; evaluate programs and procedures; organize assigned work and develop effective work methods; prepare clear, concise, accurate, and informative reports; demonstrate a high level of commitment to the principles of positive customer service.

TOOLS AND EQUIPMENT USED: Video display terminals, overhead video screens, computer keyboards, computer aided dispatching systems, multiple phone lines and systems including 911 and telecommunications device for the deaf (TDD), portable radios and multiple console radios for police and non-police agencies, recording equipment, earpiece and headset, multi-unit paging system, MEOC, and remote consoles, other office equipment as necessary.

PHYSICAL DEMANDS: Requires long periods of sitting at a video display terminal in a confined area, using a headset, constantly speaking and listening, or performing data entry into the 911 system. Occasionally requires missing breaks or lunch.

ENVIRONMENTAL FACTORS: Work location is primarily inside with potential on-scene call-outs with the mobile emergency operations team. Regularly exposed to situations that may affect psychological or physiological health, based on the stressful nature of public safety service and exposure to other stressful conditions related to the workplace. *Note: This classification involves rotating shift-work for 24-hour coverage, working holidays and weekends, and short-notice call-outs. Residency: Employees of this class are subject to Provo City residency requirements and must reside within a 15-mile radius of their primary operations facility to affect a 20-minute response time, unless otherwise approved by the Chief.*



 Department Director

2-13-19

 Date



 Mayor/Chief Administrative Officer

2-19-2019

 Date

NOTE: The above statements describe the general nature and level of work being performed by the person(s) assigned to this classification. They are not intended to be an exhaustive list of all duties, responsibilities, and skills required of personnel so classified. Class specifications are not intended to and do not imply or create any employment, compensation, or contract rights to any person or persons. Management reserves the right to add, change, or delete any and all provisions of this classification at any time as needed without notice. Reasonable accommodations may be made for otherwise qualified individuals who require and request such accommodation. This classification specification supersedes earlier versions.