

| PROVO CITY CLASSIFICATION SPECIFICATION | |
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| Title: Senior Dispatcher | Job Code: 4200 |
| Date: February 20, 2019 | EEOC Code: TE |
| FLSA Designation: Non-Exempt | Civil Service Status: Covered (UC) |

DEFINITION: This is senior-level 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 limited direction. This work differs from lower-level dispatchers by its emphasis on project management, functional and technical guidance over less experienced personnel, general leadership, and potential supervisory responsibilities.

ESSENTIAL DUTIES: Perform all functions identified in lower-level Dispatcher classifications, including the following: receive, review, and prioritize emergency and non-emergency calls and requests for assistance; elicit pertinent and crucial information from individuals who are emotionally distraught, frightened, abusive, irate, or threatening; determine call priority, confirm location, and dispatch appropriate personnel; advise administrators of any incident or emergency during a shift; provide medically-approved telephonic instructions on lifesaving techniques; maintain radio contact with and track current status and location of all personnel in the field; handle multiple emergencies simultaneously; function as dispatcher for the EOC team as needed.

Provide assistance, leadership, training, and direction to less experienced dispatchers; provide feedback and recommendations to supervisors regarding evaluating, retaining, and training lower-level dispatchers; help with testing and hiring boards; may assist in training new officers in State computer operations; function as floor supervisor when needed; may schedule position rotations, breaks, in-service training, call-outs, and briefings in the absence of a shift supervisor; function as project coordinator on a variety of assignments; make recommendations for training programs; assist with developing and implementing policies and procedures.

Perform various record keeping, filing, indexing, and other clerical work; conduct research and make legally required recordings; testify in court; ensure proper risk management and quality assurance procedures are followed; update activity log for 911 Public Safety Answering Point database; maintain equipment and arrange for repair as needed; ensure 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 three (3) years 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. Certification as POST Instructor, CPR Instructor, First Aid Instructor, Communications Training Officer, or other Dispatch-related instructor approved by department is 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; providing training and oversight to less experienced dispatchers; making accurate recordings for use in legal and investigative processes; practicing trust-building behaviors. **Ability to:** multitask; enact emergency response procedures; 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, battery and generator backup power systems, other general 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

2.20.19

 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.