



**DEPARTMENT OF HUMAN RESOURCES
CITY & SCHOOLS**

**CITY OF STAUNTON
POSITION DESCRIPTION**

JOB TITLE: Public Safety Dispatcher	DEPARTMENT: Police Department
IMMEDIATE SUPERVISOR: Public Safety Dispatcher Team Leader	GRADE/RANK: 10
	FLSA/ESSENTIAL STATUS: Non-Exempt

GENERAL DEFINITION AND PURPOSE OF WORK:

Performs intermediate technical work dispatching law enforcement, fire, rescue and other equipment and personnel to needs usually in response to emergency situations. Work is performed independently with general instructions from a Police Department supervisor.

ESSENTIAL FUNCTIONS/TYPICAL TASKS:

The minimum performance expectations include, but are not limited to, the following functions/tasks:

- Receives, classifies, processes and dispatches emergency calls;
- Receives, records and forwards non-emergency calls for service;
- Receives law enforcement, medical, fire, EMS and related requests;
- Prepares and maintains computerized and other records and files;
- Operates radios, telephone switchboard, alarm systems, recording devices and computer terminals;
- Receives and forwards service requests, complaints and other calls for City departments and agencies;
- Operates telecomputer NCIC/VCIN terminals;
- Prepares and maintains data, reports and records;

- Maintains working knowledge of operating procedures of agencies served by 911 center;
- Utilizes computer data base for mapping, data collection and computer aided dispatch and;
- Performs related tasks as assigned.

KNOWLEDGE, SKILLS AND ABILITIES:

Must possess skill in operation of communication systems and knowledge of radio and teletype procedures. Must have the ability to type/keyboard at a reasonable rate of speed, speak distinctly and hear clearly, solve problems within scope of responsibility, and to deal courteously with the public in all situations, including under stressful conditions. Must have the ability to operate all communication equipment and remain calm and respond appropriately in emergency situations.

QUALIFICATIONS/EDUCATION AND EXPERIENCE:

High school diploma or equivalent amount of training and experience.

SPECIAL REQUIREMENTS:

Must be able to successfully complete Law Enforcement Dispatch training and Emergency Medical Dispatch training. Must be able to acquire VCIN/NCIC Operator certificates and work nights, weekends and holidays.

PHYSICAL DEMANDS and ENVIRONMENTAL CONDITIONS:

This is sedentary work requiring the exertion of up to 10 pounds of force occasionally and a negligible amount of force frequently or constantly to move objects; work requires reaching, grasping, and repetitive motions; vocal communication is required for expressing or exchanging ideas by means of the spoken word, and conveying detailed or important instructions to others accurately, loudly and/or quickly; hearing is required to receive information at normal spoken word levels, and to receive detailed information through oral communications and/or to make fine distinctions in sound; visual acuity is required for color perception, preparing and analyzing written or computer data, determining the accuracy and thoroughness of work and observing general surrounds and activities; the worker is not subject to adverse environmental conditions.

ADA:

The employer will make reasonable accommodations in compliance with the American with Disabilities Act of 1990.

SUPERVISORY RESPONSIBILITIES:

Position does not have supervisory responsibilities.

EXAMPLES OF EXPECTED DECISION MAKING:

Position is responsible for making decisions on what services to dispatch to calls and what instructions to give to a caller to address a situation. Decisions are also made on interpretation of policies and procedures, general orders, and protocol, etc.

This job description in no way states or implies that these are the only duties to be performed by this employee. The Public Safety Dispatcher will be required to follow any other instructions and to perform any other related duties as assigned by the supervisor. The City of Staunton reserves the right to update, revise or change this job description and related duties at any time.

EVALUATION:

Performance of this job will be evaluated in accordance with city policy, using information from various sources to study and review the position holder's ability and effectiveness in carrying out the above responsibilities.

Approved by: Chief of Police and Chief Human Resources Officer

Revised Date: 2019