

EMERGENCY COMMUNICATIONS LATERAL POLICE DISPATCHER TRAINEE

FLSA Status: Covered

Union Representation Bureau of Emergency Communications (BOEC) AFSCME Council 75 Local 189

Class Summary:

This is a trainee position for journey level emergency communications dispatchers from other jurisdictions who have gained the skills via training and employment in order to effectively perform dispatching work in the field of emergency communications, with the exception of fire dispatch. Incumbents are responsible for participating in formal classroom training, on-the-job-training, simulation training and directed self-study. Upon successful completion of the training program, EC Lateral Police Dispatcher Trainees will be eligible for certification as Emergency Communications Police Dispatchers.

Prior to promotion to the EC Police Dispatcher classification, incumbents must be able to demonstrate proficiency in operating telephones; using radio and computer equipment to record requests for emergency services; dispatching police field units; and monitoring the status of field units. Duties of the EC Police Dispatcher classification also include serving as the first contact point with the public, and having the responsibility of receiving telephone requests for police, fire, and emergency medical service, determining the nature and location of service required, and taking the action necessary to ensure that service is provided.

Emergency Communications Lateral Police Dispatcher Trainees are distinguished from other Emergency Communications trainees in that this classification is limited to employees who have experience as a journey level emergency communications dispatcher working for other jurisdictions and who have gained prerequisite skills and equivalent certifications via prior training and employment.

Work is often performed under stressful demands for speed and accuracy. Employees are required to perform with minimal supervision. Work is reviewed for the quality of service provided to the public and partner agencies through the examination of records and on-the-job observation. The ability to work any shift, on any day, and to work overtime is an essential function of the job.

Examples of Work:

Upon promotion to the EC Police Dispatcher classification, incumbents in that classification will perform the work listed below in addition to performing work described in the lower level Emergency Communications Call Taker classification.

Reads and interprets information on dispatch console screen to determine the reliability of the dispatch priority assigned to incidents, the accuracy of district assignment, and the order in which calls should be dispatched.

Speaks over radio or phone in order to dispatch field units to scene of requested police service; to check on status of field units; to relay unit to unit transmissions; receive requests for

auxiliary emergency services such as ambulances, tow trucks, and fire fighting equipment.
Not all the work performed is specifically described.

Knowledge, Skills and Abilities: (At time of appointment)

Positions assigned to this classification must meet the following:

Knowledge of the proper application of radio communications codes and terms and the use of radio equipment.

Some knowledge of police patrol tactics and techniques.

Some knowledge of theories, practices, and techniques of human behavioral sciences.

Skill in dispatching police and emergency units.

Skill in speaking, understanding and writing English clearly, concisely and accurately.

Skill in operating computer terminals and a keyboard to transcribe simultaneous oral communications and/or handwritten copy.

Skill in using street maps and computer mapping systems to locate addresses, streets, block numbers, etc.

Skill in communicating tactfully, compassionately and effectively with a variety of people including those who are experiencing extreme emotional upset, who may have cognitive difficulty, or who may be under the influence of mind-altering substances.

Skill in reading and comprehending complex technical documents written in English, including laws, ordinances, general orders, operating procedures, training manuals, police reports and records.

Skill in comparing and checking numerical and alphabetical sequences for accuracy.

Skill in copying numbers and letters from machine-printed copy (computer or teletype printouts).

Skill in the use of computers using Windows based operating systems.

Ability to take information from multiple sources regarding an ongoing situation and produce an accurate narrative with key elements and facts.

Ability to listen and/or give instructions while quickly and accurately entering information using a keyboard.

Ability to remember and accurately transcribe spoken information including names, addresses, sequences of letters and numbers, descriptions and directions.

Ability to prioritize tasks, adjust priorities, and remain focused when the number and variety of tasks change or when faced with situations that may be upsetting.

Ability to obtain and maintain certification from DPSST (Department of Public Safety Standards and Training) in Telecommunications and Emergency Medical Dispatch.

Ability to obtain LEDS (Law Enforcement Data Systems) certification.

Ability to work on any shift, any day of the year including holidays, and to work mandatory overtime as necessitated by events of the day or for anticipated heavy service load events/shifts.

Ability to accept feedback and incorporate it into the performance of duties.

Ability to remain calm in a crisis.

Licenses; Certificates; Special Requirements (At the Time of Appointment):

Currently holds, or has held DPSST (Department of Public Safety Standards and Training)

Certification in Telecommunications and Emergency Medical Dispatch (or equivalent certification from another state) within the last year.

High school diploma or GED

Must pass a criminal background investigation, psychological assessment, hearing and vision evaluation, and drug test.

Tested ability to type a minimum of 40 wpm net at time of hire.

Class History:

Adopted: 11-14-07

Revised 3-17-08 – Minor edits and correction of typographical errors.

June 2009 - Change Job Class number from 0313 to 30001028, due to system change.

Revised 8-3-18 adding requirement to pass typing test at minimum 40 wpm net.