



## CITY OF ALBANY PUBLIC SAFETY DISPATCHER

Under general supervision, receives and provides the appropriate response to emergency and non-emergency calls for police, fire, EMS/rescue, and after hours public works; performs a variety of clerical functions in support of police operations; acts as a resource to visitors and the general public regarding routine inquiries; functions as a positive and cooperative team member; and performs related work as assigned.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general supervision from the Police Sergeant and Police Lieutenant. Exercises no direct supervision.

### **Class Characteristics**

This job class functions at the journey level of job performance. Employees in this classification perform the full range of assigned duties in an independent manner. Employees in this classification receive only occasional instruction or assistance as new or unusual situations arise and are fully competent and knowledgeable of the operating procedures and policies within the City and the Police and Fire Departments. Employees in this job class are responsible for responding to a wide variety of calls and requests in an appropriate and timely manner which requires a thorough knowledge of public safety dispatch procedures and standards as well as excellent communication and interpersonal skills. Employees in this job class may also be trained in other clerical and recordkeeping functions in order to provide competent back-up and additional administrative/operational support as necessary.

### **Examples of ESSENTIAL JOB FUNCTIONS** (Illustrative Only)

*Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.*

- Uses a computer-aided dispatch system; receives and processes emergency calls from the public requesting police, fire, medical, or other emergency services and activates an emergency response from the appropriate department; determines the nature and location of the emergency; determines priorities, and dispatches police, fire, ambulance, or other emergency units as necessary and in accordance with established procedures.
- Maintains contact with all units on duty and maintains status and location of police and fire units.
- Communicates mutual aid responses with surrounding/outside agencies, as necessary; receives and disseminates information to other agencies.
- Answers non-emergency calls for assistance; enters, updates, and retrieves information from a variety of computer systems; receives requests for information regarding vehicle registration, driving records, and warrants, and provides pertinent data.
- Monitors multiple complex public safety radio frequencies; simultaneously operates a variety of communications equipment, including radio consoles, telephones, and computers.
- Enters and retrieves data into local, state, and national computer systems.
- Assists with, responds to, and processes record requests from the public and other law enforcement agencies received at a public counter or over the telephone; provides factual information regarding services, policies, and procedures, or directs the caller to the proper individual or agency; follows-up to ensure the inquiry has been answered in an appropriate and timely manner; provides forms for completion and answers questions regarding the access of reports and records.
- Maintains contact with police and fire personnel in the field.

- Performs a variety of data input and clerical functions in support of the Police Department operations; sorts, processes, and files documentation; types/word processes records, forms, and correspondence; prepares a variety of reports, logs, and receipts; proofs and verifies data.
- As directed, purges and seals records in compliance with state and local requirements and mandates.
- Prepares and maintains records relating to paid time off, shift records, assignment pay, and other departmental payroll-related records in accordance with established procedures.
- Coordinates the collection, maintenance, retrieval, and distribution of official law enforcement documents and information in accordance with federal and state laws and department policies.
- Observes security monitors to provide building security.
- Receives, verifies, and records the payment of monetary transactions; provides receipt and documentation as required.
- Maintains and updates emergency notification data for City businesses.
- Performs related duties as required.

**Knowledge of:**

- Terminology and procedures used in public safety dispatching.
- Operation of computer-aided communications equipment, including multiple telephone lines and radio systems.
- Applicable regulations, policies, and statutes.
- Business letter writing and the standard format for correspondence and reports.
- Business arithmetic.
- Correct English usage, including spelling, grammar, and punctuation.
- Techniques for dealing with and solving the problems presented by a variety of individuals from various socio-economic, cultural, and ethnic backgrounds, in person and over the telephone.
- Standard and accepted office practices, procedures, and techniques.
- Standard and accepted English usage, spelling, grammar, and punctuation.
- Standard and accepted receptionist techniques and telephone etiquette.
- Standard and accepted radio and telephone communication equipment and radio codes.
- Standard and accepted functions, procedures, and practices of public safety operations including police, fire, and paramedic activities.
- Basic laws, regulations and guidelines related to confidentiality issues and the release of information from law enforcement records.
- Modern office practices, methods, and computer equipment and applications related to the work, including word processing, database, and spreadsheet software.

**Ability to:**

- Learn the City and departmental organizational structure, ordinances, policies, and procedures.
- Learn basic criminal code sections.
- Learn the location and configuration of the City's streets, landmarks, public areas, community facilities, and schools.
- Understand and carry out a variety of both oral and written instructions in an independent manner.
- Interview and communicate with a variety of diverse individuals in a positive, persuasive, and effective manner.
- Type/word process accurately and at a speed sufficient for successful job performance.
- Organize and prioritize a variety of tasks in an effective and timely manner.
- Think clearly in a variety of emergency situations and respond in a timely and calming manner.
- Operate and utilize designated telephone communication and radio equipment and codes in an effective and timely manner.

- Perform mathematical calculations including addition, subtraction, multiplication, and division accurately.
- Meet the physical requirements necessary to perform required duties in a safe and effective manner for self and others.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Communicate clearly and concisely, both orally and in writing.

### **Education and Experience**

*Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:*

Equivalent to the completion of the twelfth grade, and one year of experience performing clerical, receptionist, or public contact duties, preferably within a police or other public safety agency.

### **Licenses and Certifications**

Ability to successfully complete the P.O.S.T. Basic Dispatcher course within six months of employment.

### **Physical Demands**

Must possess mobility to work in a standard office setting and use standard office equipment, including computers, telephones, calculators, copiers, FAX, and radio communication and dispatching equipment; vision to read printed materials and a computer screen; hearing and speech to communicate in person and over the telephone; finger dexterity to access, enter, and retrieve data using a keyboard; eye-hand coordination; frequent grasping, hand, and arm movement, and fine coordination in retrieving and entering information; lift and move objects weighing up to 25 pounds; and verbal and written communication.

### **Environmental Elements**

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees have continuous contact with staff and the public.

### **Special Requirements**

Positions in this classification must successfully pass a thorough pre-employment background, polygraph, drug screen, and psychological investigations. Positions in the classification are required to work evening, night, weekend, and holiday shifts and may be called back or held over to maintain staffing levels. Employees may be assigned to attend off-site training in lieu of assigned duties.