

## TOWN OF COLLIERVILLE, TENNESSEE CLASSIFICATION DESCRIPTION

**CLASSIFICATION TITLE:       DISPATCHER**

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### **PURPOSE OF CLASSIFICATION**

The purpose of this classification is to perform specialized technical telecommunications work in receiving and transmitting radio, telephone, and computer messages concerning crimes and police, fire, and other emergencies in the operation of a console in the Town's emergency public safety dispatching center.

### **ESSENTIAL FUNCTIONS**

**The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.**

Maintains watch on several radio communication channels; monitors and logs all transmissions of central communications and mobile units; monitors radio traffic for conformance with Federal Communications Commission requirements, Fire/Paramedic, and Police procedures and orders.

Receives and responds to calls from citizens by extracting information such as location and any relevant data to determine the nature of the complaint or emergency, occasionally under stress; determines call priority; determines police and fire emergency response; remains calm and exercises sound judgment in making decisions during emergency situations.

Dispatches by radio or telephone, police, or fire units to investigate complaints or emergencies; maintains communication with police units to monitor their location and safety; dispatches back up police units if the complaint or emergency so warrants; broadcasts fire and police messages; dispatches ambulances, HAZMAT teams or other emergency units as the situation dictates.

Answers Emergency 9-1-1 calls and performs Emergency Medical Dispatch functions via telephone communication with the caller.

Operates both state and federal computer information systems to conduct criminal history record checks and to verify and record pertinent data record checks.

Utilizes codes to warn police officers of potentially dangerous persons when checks of "wants/warrants" indicate that the individual is wanted for a crime or has a previous history of criminal arrests.

Utilizes maps to recommend the posting of units in area blockades.

Records fire alarms and dispatches or monitors movement of service and reserve fire apparatus.

Broadcasts information to local and other agencies regarding natural disasters, potential threatening weather or any other emergency.

Records and retrieves data on computerized local, state, and federal information systems dealing with matters such as runaway children, stolen vehicles, stolen weapons, wanted persons, etc. for local and other police agencies.

Types, prepares, and/or completes various forms, reports, correspondence, purchase requisitions, purchase orders, payment/check requests, travel requests, invoices, legal descriptions, attendance reports, personnel action forms, spreadsheets, or other documents.

Operates a personal computer, scanner, general office equipment, recording equipment, transcription equipment, credit card machine, radio transmitters/receivers, video equipment, multi-line telephone equipment, or other equipment as necessary to complete essential functions, to include the use of word processing, spreadsheet, database, desktop publishing, bookkeeping, e-mail, Internet, or other computer programs; performs basic maintenance of computer system and general office equipment, such as backing up data or replacing paper, ink, or toner; coordinates service/repair activities as needed.

Communicates with supervisor, employees, volunteers, other departments, Town officials, law enforcement personnel, public safety agencies, attorneys, contractors, vendors, customers, the public, outside agencies, and other individuals as needed to coordinate work activities, review status of work, exchange information, or resolve problems.

Maintains confidentiality of departmental documentation and issues.

Maintains current knowledge of applicable laws/regulations: reads professional literature; maintains professional affiliations; attends workshops and training sessions, to gain knowledge regarding rapidly changing information and technology, as appropriate.

Maintains an awareness of proper safety procedures and guidelines and applies these in performing daily activities and tasks.

Attends work on a continuous and regular basis.

## **ADDITIONAL FUNCTIONS**

Maintains street index cards showing the fire companies that should respond to alarms received.

May be required to make minor adjustments to radio equipment (not requiring a FCC 2<sup>nd</sup> class license) or to any communication equipment or apparatus in order to maintain an on-line status of the dispatch/communications center.

Handles routine paperwork received in communications.

May serve as a receptionist for citizens requiring information.

Coordinates activities with other officers or departments as needed, exchanges information with officers in other law enforcement agencies, as needed and assigned.

Provides assistance to other employees or departments as needed.

Performs other related duties as required.

May attend Board of Mayor and Alderman meeting and other relevant government and business meetings, where appropriate, outside regular business hours.

## MINIMUM QUALIFICATIONS

Requires a High school diploma or GED; Incumbent must be a citizen of the United States of America; Incumbent must successfully complete a course of study for Public Safety Dispatchers as approved by the Emergency Communications Board within six (6) months of hire; must become certified in the operation of the N.C.I.C. system from the Tennessee Bureau of Investigations and possess an Emergency Medical Dispatch certification from the National Academy of Emergency Medical Dispatch within one (1) year of employment; or any equivalent combination of education, training, and/or experience which provides the requisite knowledge, skills, and abilities for this job. Must possess a valid motor vehicle operator's license.

## SPECIAL REQUISITES

Incumbent must have fingerprints on file with the Tennessee Bureau of Investigation, have passed a physical examination as performed by a licensed physician, have a good moral character as determined by investigation, be free from apparent mental disorders as certified by a qualified professional in the psychiatric or psychological field to enable the incumbent to perform the essential functions of the job. Must be compliant with the NENA Hearing Standards for Public Safety Telecommunicators, section 3.3.1, 3.3.2, and 3.3.3. Must be in compliance with TCA 7-86-205. Must be able to work rotating and/or irregular shifts and hours that may include nights, weekends, and holidays.

## PERFORMANCE APTITUDES

**Data Utilization:** Requires the ability to review, classify, categorize, prioritize, and/or analyze data. Includes exercising discretion in determining data classification, and in referencing such analysis to established standards for the purpose of recognizing actual or probable interactive effects and relationships.

**Human Interaction:** Requires the ability to provide guidance, assistance, and/or interpretation to others regarding the application of procedures and standards to specific situations.

**Equipment, Machinery, Tools, and Materials Utilization:** Requires the ability to operate, maneuver and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.

**Verbal Aptitude:** Requires the ability to utilize a wide variety of reference, descriptive, and/or advisory data and information.

**Mathematical Aptitude:** Requires the ability to perform addition, subtraction, multiplication, and division; the ability to calculate decimals and percentages; the ability to utilize principles of fractions; and the ability to interpret graphs.

**Functional Reasoning:** Requires the ability to apply principles of influence systems, such as motivation, incentive, and leadership, and to exercise independent judgment to apply facts and principles for developing approaches and techniques to resolve problems.

**Situational Reasoning:** Requires the ability to exercise judgment, decisiveness and creativity in situations involving the evaluation of information against sensory, judgmental, or subjective criteria, as opposed to that which is clearly measurable or verifiable.

## ADA COMPLIANCE

**Physical Ability:** Tasks require the regular and sustained performance of moderately physically demanding work, typically involving some combination of climbing and balancing, stooping, kneeling, crouching, and crawling, and that generally involves lifting, carrying, pushing, and/or pulling of heavy objects and materials (up to 100 pounds). Tasks may involve extended periods of time at a keyboard or workstation.

**Sensory Requirements:** Some tasks require the ability to perceive and discriminate visual cues or signals, colors or shades of colors, sounds, odor, depth and texture. Some tasks require the ability to communicate orally. Some tasks require the ability to communicate orally with individuals in person and/or by telephone while wearing a headset device.

**Environmental Factors:** Performance of essential functions may require exposure to adverse environmental conditions such as dirt, dust, pollen, odors, wetness, humidity, rain, temperature and noise extremes, fumes, hazardous materials, machinery, electric currents, bright/dim light, toxic agents, violence, explosives, firearm, disease, pathogenic substances, communicable diseases, or rude/irate customers.

## APPROVALS

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James Lewellen, Town Administrator

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Jay Jeffries, Director Human Resources

*The Town of Collierville, Tennessee, is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the Town will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.*