

# **Spring Valley Lake Association**

## **Public Safety Dispatcher - Job Description**

**Job Title:** Public Safety Dispatcher

**Department:** Public Safety

**Location:** 12975 Rolling Ridge

**Reports to:** Dispatch supervisor

**Last Updated:** 09/29/2022

### **POSITION SUMMARY:**

The Public Safety Dispatcher is responsible for responding to emergency and non-emergency calls for assistance and information. The Public Safety Dispatcher provides dispatch and communication support services for the association's police, Public Safety, outside agencies and performs a wide variety of specialized clerical duties.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Receive, classify, evaluate, and prioritize all incoming calls to the dispatch center including emergency calls, business line calls, and lobby calls received from residents requesting service or information; operate a variety of public safety communications equipment including telephone equipment, computer aided dispatch systems, medical pagers and multi-channel radio system.
- Ask questions to interpret, analyze and anticipate the caller's situations as to resolve problems, provide information, dispatch emergency services, or refer callers to other agencies in accordance with established procedures.
- Operate computer aided dispatch system to create calls for service within response criteria guidelines.
- Assign and dispatch appropriate emergency vehicles, equipment, and personnel in accordance with policies and procedures.
- Maintain contact with all units on patrol; maintain status and location of field units; monitor multiple radio frequencies; relay emergency and non-emergency information to public safety personnel in the field.
- Retrieve information from computer database regarding resident history, lost / stolen property, vessel registration, stolen vehicles, residence criminal histories, lost animals and other related information; relay information to officers in the field.
- Operate computer terminals and computer systems to enter, modify, and retrieve data such as stolen, recovered property, unidentified persons, citations, field interviews, citation history and transmit messages to other agencies.
- Perform a wide variety of specialized clerical duties.
- Determine and assign the level of priority of the call and enter with precision the data into a computer-aided dispatch system for radio dispatch purposes.

- Receive and respond to a variety of emergency and non-emergency services and complaints.
- Monitor and operate a radio console and computer equipment.
- Operate a multi-line telephone console system, alerting system, and systems for the deaf and hearing-impaired.
- Collect information on emergency calls and transfer to 911 dispatch.
- Dispatch and coordinate the responses of Law enforcement / Fire / Medical agencies.
- Identify appropriate number and type of equipment or apparatus to dispatch.
- Monitor and respond to a variety of technical systems and alarms.
- Performs other related duties as assigned.
- Review cameras as assigned or requested by law enforcement and obtaining video footage when needed for law enforcement when requested.

#### **KNOWLEDGE, SKILLS AND ABILITIES:**

- Knowledge of conflict resolution techniques and other methods of de-escalation.
- Organized thinker with exceptional attention to detail.
- Excellent communication skills, both verbally and in writing.
- The ability to think quickly, use judgment and decision-making skills to evaluate situations, establish priorities, and resolve matters.
- Ability to effectively organize and prioritize work as well as concentrate on multiple tasks simultaneously.
- Knowledge of rules, regulations, and procedures, including safety procedures, such as CPR and first aid.
- Knowledge of dispatch communication systems, computerized geographic monitoring systems, broadcasting, switching systems, databases, and emergency computerized operations and procedures.
- Understand basic dispatch codes, as well as standard abbreviations, phonetic alphabet and industry terminology commonly used by emergency medical services and law enforcement agencies.
- Understanding of emergency communications, disaster and special response plans methods.
- Ability to understand jurisdictional boundaries as well as landmarks and public buildings.
- Maintaining accurate and up to date records and appropriate documentation.
- Must be able to follow directions and department standard operating procedures and guidelines for Public Safety.
- Providing customer service by meeting the needs of the association's staff, visitors, and general public in accordance with Spring Valley Lake policies and practices.
- Clearly and concisely transmitting ideas in writing by including appropriate and accurate information.

- Ability to work with diverse individuals regardless of their age, race, sex or mental status.
- Ability to read and use a map to coordinate directions.

**REQUIRED QUALIFICATIONS:**

- Must possess a high school diploma or GED.
- Two years of clerical experience that includes customer service in an environment with frequent interruptions.
- Must be available to work rotating shifts, respond to on-call emergencies, work overtime, and be available to work weekends, holidays, and association events such as the Firework Show and Halloween.
- Regular attendance is a necessary and essential function.
- Working knowledge of Microsoft Office programs and other general office equipment.

**WORK ENVIRONMENT:**

- Work is performed in an office and emergency services dispatch center setting with extensive public contact.
- Employees are exposed to animals.
- General office conditions. Exposed to moderate noise levels and frequent interruptions.

**PHYSICAL REQUIREMENTS:**

- The employee must occasionally lift and/or move up to 25 pounds.
- Worker may need to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist.
- Worker will need to be able to lift, carry push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.
- Ability to see in the normal visual range with or without correction.
- Ability to hear in the normal audio range with or without correction.

**ADDITIONAL INFORMATION:**

The statements indicated in this job description are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, functions, duties, and/or skills required of the individual. The right to add to or change the duties of the position at any time is retained by the GM.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.