**CITY OF BRENTWOOD, TENNESSEE**

**JOB DESCRIPTION**

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| **Job Title:** | Public Safety Dispatcher | **Department:** | Police |
| **Date** | October 2021 | **Reports To:** | Emergency Communications Supervisor |
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**Purpose of Job**

The purpose of this job is to perform specialized work duties involving receiving and dispatching calls for service for the communications center. Duties and responsibilities include operating telephones, communication systems and law enforcement computers, receiving, processing and dispatching calls for service and acting as a liaison between callers and police/fire/emergency representatives.

This position works shifts, weekends & holidays and are subject to call-back and overtime.

**Essential Duties and Responsibilities**

**The following duties are normal for this job. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.**

Receives and processes 911 and administrative phone lines in Communications.

Dispatch appropriate equipment on calls received for police and fire.

Operates radio to communicate with police/fire units.

Operates the Computer Aided Dispatch (CAD) system logging information related to events.

Ability to monitor and track police/fire units geographically.

Ability to effectively provide Telecommunicator - Cardiopulmonary Resuscitation (T-CPR) instructions.

Communicates with ambulances, towing services, utility crews, etc., as needed.

Locate streets, parks, public places & landmarks throughout the city.

Responds to routine requests for information or assistance from members of the staff, the public or other individuals.

Assigns incident and arrest identification numbers.

Prepares and/or generates routine reports, logs, directories, forms, and other documents.

Ability to keep sensitive information confidential.

Performs basic computer maintenance tasks.

Monitor closed circuit security cameras.

Monitor weather radar system to accurately activate the severe weather alert system.

Monitor NCIC system for all pertinent incoming messages.

Ability to use knowledge of various software programs to operate a computer in an effective and efficient manner.

**Additional Job Functions**

Performs other duties as required.

**Minimum Training and Experience Required to Perform Essential Job Functions**

Sixty credit hours of college education (from a regionally accredited college or university) or thirty credit hours and two years or more satisfactory experience as Public Safety Dispatcher required. Requires completion of a prescribed course of instruction by the Tennessee Bureau of Investigation in N.C.I.C./ T.I.E.S. Basic Certification.

**(ADA) MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED**

**TO PERFORM ESSENTIAL JOB FUNCTIONS**

**PHYSICAL REQUIREMENTS:** Must be physically able to operate a variety of automated office machines which includes a computer, printer, fax machine, copier, calculator, telephone, radio transmitting equipment, etc. Must be able to move or carry objects or materials. Must be able to exert up to twenty pounds of force occasionally, and/or up to ten pounds of force frequently. Physical demand requirements are at levels of those for sedentary work.

**DATA CONCEPTION:** Requires the ability to compare and or judge the readily observable functional, technical, structural, or compositional characteristics (whether similar to or divergent from obvious standards) of data, people, or things.

**INTERPERSONAL COMMUNICATION:** Requires the ability of speaking and/or signaling people to convey or exchange technical and administrative information related to law enforcement, emergency medical and radio codes. Includes giving assignments and/or directions to co-workers or assistants.

**LANGUAGE ABILITY:** Requires the ability to read a variety of informational documentation, directions, instructions, and methods and procedures related to the job of Public Safety Dispatcher. Requires the ability to write reports with proper format, punctuation, spelling and grammar, using all parts of speech. Requires the ability to speak with and before others with poise, voice control, and confidence using correct English and a well-modulated voice.

**INTELLIGENCE:** Requires the ability to learn and understand basic to complex principles and techniques; to make independent judgments in absence of supervision; to acquire knowledge of topics related to the job of Public Safety Dispatcher.

**VERBAL APTITUDE:** Requires the ability to record and deliver information to supervisors and officials; to explain procedures and policies; and to follow verbal and written instructions, guidelines, and objectives.

**NUMERICAL APTITUDE:** Requires the ability to utilize mathematical formulas; add and subtract totals; multiply and divide; determine percentages; determine time and weight; and utilize statistical inference.

**FORM/SPATIAL APTITUDE:** Requires the ability to inspect items for proper length, width, and shape, visually with office equipment.

**MOTOR COORDINATION:** Requires the ability to coordinate hands and eyes in using automated office equipment.

**MANUAL DEXTERITY:** Requires the ability to handle a variety of items, office equipment, control knobs, switches, etc. Must have the ability to use one hand for twisting or turning motion while coordinating other hand with different activities. Must have minimal levels of eye/hand/foot coordination.

**COLOR DISCRIMINATION:** Requires the ability to differentiate colors and shades of color.

**INTERPERSONAL TEMPERAMENT:** Requires the ability to deal with people (i.e. staff, supervisors, general public, and officials) beyond giving and receiving instructions such as in interpreting departmental policies and procedures. Must be adaptable to performing under considerable stress when confronted with an emergency related to the job of Public Safety Dispatcher.

**PHYSICAL COMMUNICATION:** Requires the ability to talk and/or hear: (talking - expressing or exchanging ideas by means of spoken words). (Hearing - perceiving nature of sounds by ear).

**KNOWLEDGE OF JOB**

Has considerable knowledge of the policies, procedures, and activities of the City and Police Department as they pertain to the performance of the duties related to the job of Public Safety Dispatcher. Has considerable knowledge of Police Department and Fire Department practices as necessary in the completion of daily responsibilities. Knows how to develop and administer operations and staff plans and objectives for the expedience and effectiveness of specific duties of the department. Knows how to keep abreast of any changes in policy, methods, computer operations, equipment needs, etc. as they pertain to departmental operations and activities. Is able to effectively communicate and interact with supervisors, members of the general public and all other groups involved in the activities of the department. Is able to assemble information and make written reports and documents in a concise, clear and effective manner. Has good organizational, human relations, and technical skills. Is able to use independent judgment and work with little direct supervision when necessary. Has the ability to comprehend, interpret, and apply regulations, procedures, and related information. Has comprehensive knowledge of the terminology, principles, and methods utilized within the department. Has the mathematical ability to handle required calculations. Is knowledgeable and proficient with computers.

The City of Brentwood is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City may provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer. Signatures below indicate the receipt and review of this job description by the employee assigned to the job and the immediate supervisor.

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| \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Date | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Date |