

CITY OF TEGA CAY, SOUTH CAROLINA

CLASSIFICATION TITLE: EMERGENCY COMMUNICATION SPECIALIST (DISPATCHER)

DEPARTMENT: POLICE DEPARTMENT

PURPOSE OF CLASSIFICATION

The purpose of this classification is to perform technical call response tasks by receiving emergency and non-emergency calls, dispatching calls, and documenting related information in compliance with State and Federal policies, regulations and laws.

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.

Receives calls on the City's emergency 911 system, including emergency calls, non-emergency calls, TDD calls, and language lines.

For non-emergency calls, provides information, answers questions, takes messages, and/or refers caller to appropriate staff; contacts various other departments as needed to resolve problems such as streetlights being out, downed street signs, roadway debris, and power outages.

For emergency calls, obtains information from callers and determines the appropriate agency to respond to the need for assistance; transfers callers to the correct agency; provides agency with information needed to respond appropriately and to ensure personnel/officer safety; works to keep caller calm; monitors status of response; and contacts wrecker services and utility companies as needed;

Logs incoming calls and dispatch information into an automated system; utilizes National Crime Information Center terminal; enters information pertinent to incoming calls, dispatched agencies, response time and actions taken; and maintains records of calls and dispatching activities; records all officer calls, dispatch time, arrival time and complete time; files required documentation, files, requests and responses; notifies supervisors of active calls pending, noting in the call the notification and plan of action; maintains contact with callers for in-progress calls until units arrive on scene.

Monitors a variety of radio frequencies; monitors weather conditions via NCIC National Weather Service messages and other media sources; alerts field personnel to weather conditions; monitors other frequencies to communicate with law enforcement, ambulance, fire and other emergency services providers; provides information to and/or obtains information from field personnel regarding emergencies, incident scenes, directions, and status;

Performs computer and NCIC criminal background checks on criminals as well as victims and law enforcement job applicants; handles NCIC inquiries on driver's licenses, vehicle tags, stolen articles and property, guns, wanted and missing persons, and warrants and summons; completes monthly validations on NCIC entries for guns, vehicles, gang members, missing and wanted persons; provides various information from computer database as requested by officers.

Performs various administrative support activities such as entering, updating and retrieving information from databases; enters law enforcement information into databases; maintains communication logs; queries databases upon request; enters trespass warnings, up to date key holder information, and enters and removes bench warrant information; researches warrant information, driver's licenses and tags; reviews criminal histories when entering warrants to decide what cautions should be included; performs warrant verifications using NCIC and RMS, and checking warrant files not entered into computerized system; submits information to appropriate staff; and performs

system backups and reboots servers as needed; archives NCIC records as needed; checks local hospitals and jails before entering missing persons into NCIC.

Ensures compliance with all applicable laws, rules, regulations, standards, policies, and procedures: ensures adherence to established safety procedures; monitors work environment and use of safety equipment to ensure safety of employees and other individuals; initiates any actions necessary to correct deviations or violations.

Prepares or completes various forms, reports, daily shift reports, inquiry forms, incident reports, case logs, training reports and evaluations, trouble reports, memos, spreadsheets, or other documents; enters bolos into the CAD bolo list as requested by other agencies via NCIC, phone, officers, or citizens.

Receives various forms, reports, vehicle reports, criminal reports, training reports, weather advisories, daily shift reports, trouble reports, incident reports, case cards, updates, NCIC information, codes, ordinances, policies, procedures, manuals, reference materials, or other documentation; reviews, completes, processes, forwards or retains as appropriate; receives emails containing code, ordinance, and policy changes; refers to manuals, reference materials, and other documentation as needed; receives tow information for all private property tows and repossessed vehicles within the city limits, enters information into the CAD tow log.

Communicates with supervisor, City employees, the public, law enforcement, fire, and medical personnel, outside agencies, and other individuals as needed to coordinate work activities, review status of work, exchange information, resolve problems, or give/receive advice/direction; notifies command staff of major incidents through a specified protocol; calls wrecker when requested by officers or for city vehicles needing to be towed to city shop.

Maintains a comprehensive, current knowledge and awareness of applicable laws, regulations, policies and procedures; maintains an awareness of new equipment, procedures, trends and advances in the profession; reads professional literature; maintains professional affiliations; participates in continuing education activities; attends shift meetings, workshops and seminars as appropriate.

Operates an NCIC terminal, a personal computer, and general office equipment as necessary to complete essential functions, to include the use of emergency communications software, word processing, spreadsheet, database, or other system software; reboots computers as directed; maintains equipment through changing ink toner cartridges, adding paper to printer, and cleaning equipment as needed.

Assists in various training duties; trains new communications officers in all job duties; completes daily observation reports for officers in training;; teaches training classes to fellow employees and outside agency personnel such as NCIC training.

Trains for the duration of a two week course through the South Carolina Criminal Justice Academy, which includes staying on campus and passing all required exams; completes mandatory training classes through department and city.

ADDITIONAL FUNCTIONS

Performs clerical support tasks which may include locating telephone numbers and addresses, researching/contacting business/residence key holders as necessary; performs pager and/or phone tests as required.

Takes and relays messages to officers, other divisions, or local agencies; places calls for officers and supervisors.

May have to perform paper dispatching, including call taking cards and radio logs, in the case of computer issues or power outages in the dispatch center.

Performs other related duties as required.

COMPETENCIES

Core Competencies

These competencies are identified by City of Tega Cay leadership and must be demonstrated by all employees across the organization.

- **Self-Development** - Is personally committed to and actively works to continuously improve him/herself; understands that different situations and levels may call for different skills and approaches; works to deploy strengths; works on compensating for weaknesses and limits
- **Integrity and Trust** - Is widely trusted; is seen as a direct, truthful individual; can present the unvarnished truth in an appropriate and helpful manner; keeps confidences; admits mistakes; doesn't misrepresent him/herself for personal gain
- **Ethics and Values** - Adheres to an appropriate and effective set of core values and beliefs during both good and bad times; acts in line with those values; rewards the right values and disapproves of others; practices what he/she preaches
- **Customer Focus** - Is dedicated to meeting the expectations and requirements of internal and external customers; gets first-hand customer information and uses it for improvements in products and services; acts with customers in mind; establishes and maintains effective relationships with customers and gains their trust and respect
- **Public Service** - Demonstrates the competency of a public servant by serving the needs of our community and going the extra mile to ensure our residents are taken care of; shows attention to small details
- **Approachability** - Is easy to approach and talk to; spends the extra effort to put others at ease; can be warm, pleasant and gracious; is sensitive to and patient with the interpersonal anxieties of others; builds rapport well; is a good listener; is an early knower - getting informal and incomplete information in time to do something about it

Job Specific Competencies

These competencies are specific to the essential functions of this job

- **Composure** - Is cool under pressure; does not become defensive or irritated when times are tough; can be counted on to hold things together during tough times; can handle stress; is not knocked off balance by the unexpected; doesn't show frustration when resisted or blocked; is a settling influence in a crisis
- **Patience** - Is tolerant with people and processes; listens and checks before acting; tries to understand the people and the data before making judgments and acting; waits for others to catch up before acting; sensitive to due process and proper pacing; follows established processes
- **Technical Learning** - Picks up on technical things quickly; can learn new skills and knowledge; is good at learning new industry, company, product or technical knowledge; does well in technical courses and seminars
- **Problem Solving** - Uses rigorous logic and methods to solve difficult problems with effective solutions; probes all fruitful sources for answers; can see hidden problems; is excellent at honest analysis; looks beyond the obvious and doesn't stop at the first answers
- **Peer Relationships** - Can quickly find common ground and solve problems for the good of all; can represent his/her own interests and yet be fair to other groups; can solve problems with peers with a minimum of noise; is seen as a team player and is cooperative; easily gains trust and support of peers; encourages collaboration; can be candid with peers

MINIMUM QUALIFICATIONS

High school diploma or GED; vocational/technical training in telecommunications preferred; little or no previous experience or training; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job. Must possess and maintain a valid South Carolina driver's license. Must attain State of South Carolina Telecommunications and/or NCIC certification(s) within one year of hire date and maintain valid certification(s) thereafter. May be required to obtain and maintain Cardiopulmonary Resuscitation (CPR) and First Aid certifications. May be required to attain and maintain other certifications as related to position.

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 apply principles of persuasion and/or influence over others in coordinating activities of a project, program, or designated area of responsibility.

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.

Functional Reasoning: Requires the ability to apply principles of rational systems; to interpret instructions furnished in written, oral, diagrammatic, or schedule form; and to exercise independent judgment to adopt or modify methods and standards to meet variations in assigned objectives.

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 ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or workstation.

Sensory Requirements: Some tasks require the ability to perceive and discriminate colors or shades of sounds and visual cues or signals. Some tasks require the ability to communicate orally.

Environmental Factors: Essential functions are regularly performed without exposure to adverse environmental conditions.

The City of Tega Cay, South Carolina, is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.