



## Career Service Authority

Page 1 of 5

### Police Dispatcher

#### **GENERAL STATEMENT OF CLASS DUTIES**

Performs dispatch work operating and monitoring communications equipment in response to police emergencies.

#### **DISTINGUISHING CHARACTERISTICS**

This classification is distinguished from the Police Lead Dispatcher in that it does not perform lead work duties. It is distinguished from the Paramedic Dispatcher that performs dispatching work operating and monitoring communications equipment in response to medical emergencies. The Paramedic Dispatcher is authorized to begin Emergency Medical Dispatch, a method of rendering medical treatment over the phone. This classification is also distinguished from the Aviation Emergency Dispatcher whose scope of operations is limited to the airport.

#### ***Guidelines, Difficulty and Decision Making Level:***

Guidelines are generally numerous, well established and directly applicable to the work assignment. Work assignment and desired results are explained by general oral or written instructions.

Duties assigned are generally repetitive and restricted in scope but may be of substantial intricacy. Employee primarily applies standardized practices.

Decisions or recommendations on non-standardized situations are limited to relating organizational policies to specific cases. Problems that are not covered by guidelines or are without precedent are taken up with the supervisor.

#### ***Level of Supervision Received and Quality Review:***

Under general supervision, the employee receives assignments and is expected to carry them through to completion with substantial independence. Work is reviewed for adherence to instructions, accuracy, completeness and conformance to standard practice or precedent. Recurring work clearly covered by guidelines may or may not be reviewed.

#### ***Interpersonal Communications and Purpose:***

Contacts with the persons under stress or emergency conditions where an immediate service is rendered according to established procedures or instructions.

***Level of Supervision Exercised:***

No supervisory responsibility.

**ESSENTIAL DUTIES**

Performs dispatch work to monitor and control the movement of police patrol units and provides effective response to public safety police emergencies using a variety of computer systems and dispatch equipment.

Communicates and coordinates activity between other agencies and police officers and the dispatching of peripheral assistance such as tow trucks, transportation requests, and citizen responders.

Prioritizes and obtains pertinent data from both emergency and non-emergency contacts and uses a computer assisted system to dispatch police by transmitting information to the appropriate unit.

Performs computer clearances and information searches for police officers, district attorneys and detectives, utilizing computer systems including National Crime Information System (NCIC), the Colorado Crime Information System (CCIC), and City and County of Denver court files.

Maintains records of dispatch time and unit assignment.

Maintains communications and monitors the status of mobile units for the arrival at dispatched location, ascertains seriousness and exact circumstances of the police emergency, notifies police patrol supervisor as warranted, and dispatches requested information or additional assistance as needed.

Diverts units from normal patrol areas, response areas or assigned locations when necessary to maintain continuous coverage within all sectors.

Receives reports and records pertinent information.

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Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

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**MINIMUM QUALIFICATIONS**

***Competencies, Knowledges & Skills:***

**Integrity/Honesty** – Displays high standards of ethical conduct and understands the impact of violating these standards on an organization, self, and others; chooses an ethical course of action; is trustworthy.

**Speaking** – Uses correct English grammar to organize and communicate ideas in words that are appropriate to listeners and situations.

**Listening** – Receives, attends to, interprets, and responds to verbal messages and other cues such as body language in ways that are appropriate to listeners and situations.

**Decision Making** – Specifies goals and obstacles to achieving those goals, generates alternatives, considers risks, and evaluates and chooses the best alternative in order to make a determination, draw conclusions or solve a problem.

**Interpersonal Skills** – Shows understanding, friendliness, courtesy, tact, empathy, cooperation, concern, and politeness to others; relates well to different people from varied backgrounds and different situations.

**Memory** – Recalls information that has been presented previously.

**Customer Service** – Works and communicates with clients and customers to satisfy their expectations. Committed to quality services.

**Self-Esteem** – Believes in own self-worth, maintains a positive view of self, and displays a professional image.

**Conscientiousness** – Displays a high level of effort and commitment towards performing work; demonstrates responsible behavior.

**Flexibility** – Adapts quickly to changes.

**Reasoning** – Discovers or selects rules, principles, or relationships between facts and other information.

**Teamwork** – Encourages and facilitates cooperation, pride, trust, and group identity; fosters commitment and team spirit; works with others to achieve goals.

**Manages & Organizes Information** – Identifies a need; gathers, organizes, and maintains information; determines its importance and accuracy, and communicates it by a variety of methods.

**Technical Competence** – Knowledge of how to perform one's job. Refers to specialized knowledge that is acquired through formal training or extensive on the job experience including how to use work related equipment.

**Self-Management** – Sets well-defined and realistic personal goals; monitors progress and is motivated to achieve; manages own time and deals with stress effectively.

**Reading** – Learns from written material by determining the main idea or essential message. Recognizes correct English grammar, punctuation, and spelling.

**Writing** – Uses correct English grammar, punctuation, and spelling communicates thoughts, ideas, information, and messages in writing.

Skill in utilizing Microsoft Windows or comparable operating systems.

Skill in communicating clearly and concisely to elicit, and/or present explanatory information while controlling emotions and voice inflexions over the phone during varying degrees of stress.

Skill in determining the seriousness of an emergency and knowing when to notify appropriate authority as necessary.

Ability to learn and interpret maps, learn radio and other codes, and interpret data received from multiple sources.

Ability to multi-task a variety of functions, media, conversations, and other environmental factors

Ability to define problems, collects data quickly and accurately, and draws solid conclusions.

***Physical Demands:***

Sitting: remaining in the normal seated position.

Standing: remaining on one's feet in an upright position.

Walking: moving about on foot.

Handling: seizing, holding, grasping, or otherwise working with hand(s).

Fingering: picking, pinching, or otherwise working with fingers.

Talking: expressing or exchanging ideas by means of spoken words.

Hearing: perceiving the nature of sounds by the ear.

Repetitive motions: making frequent movements with a part of the body.

Eye/hand/foot coordination: performing work through using two or more.

Far Acuity: ability to see clearly at 20 feet or more.

Near Acuity: ability to see clearly at 20 inches or less.

Accommodation: ability to adjust vision to bring objects into focus.

Color Vision: ability to distinguish and identify different colors.

***Working Environment:***

Subject to varying and unpredictable situations.

Handles emergency or crisis situations

Subject to many interruptions.

Pressure due to multiple calls and inquiries.

Requires judgment and action in life threatening situations.

Shift work with varying days off, works holidays and weekends, subject to changing work schedule.

Work is primarily performed in a confined workspace and requires wearing a headset.

***Education Requirement:***

Graduation from high school or possession of a GED Certificate.

***Experience Requirement:***

One year of experience as a 911 Operator or Emergency Dispatcher.

-OR-

Two years of experience in public contact over the phone/in-person.

-OR-

One year of high volume call-center/general-dispatching experience.

-OR-

One year of experience as a paramedic on an emergency ambulance (not an air ambulance) or as a fire fighter, police officer, or military police officer.

-AND-

Skill in utilizing Microsoft Windows or comparable operating systems.

***Licensure and/or Certification:***

Must pass an initial pre-security clearance screening and maintain CBI (Colorado Bureau of Investigation) certification as a condition of employment. Must take and pass an online test every two years to maintain certification.

**CLASS DETAIL**

***FLSA CODE:*** Non-exempt

***ESTABLISHED DATE:*** 09/16/1995

***REVISED DATE:*** 08/23/2009

***REVISED BY:*** Hameed. Pousti

***CLASS HISTORY***

09/1995 - Class was originally established

01/2004 - Job Spec was converted into new format, competencies were added, and the experience requirement was revised.

05/2007 - Modifications was implemented to update MQs, and competencies.

08/2009 - Job Spec was modified to include the work of computer clearance/searching information using NCIC/CCIC databases as well as adding the clearance requirement under the Licensure/Certification section of the spec.