



Office of Human Resources
911 Police Dispatcher - CN2574
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General Statement of Duties

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

Distinguishing Characteristics

The 911 Police Dispatcher is distinguished from the 911 Dispatch Support Specialist who primarily performs non-radio dispatch functions to include citizen call backs, clearance information through NCIC, CCIC and DMV related searches, contacts additional resources to help resolve incidents; and handles ROWE short tow logs, validates alarms received through ASAP and the non-emergency applications. This classification is distinguished from the 911 Lead Police Dispatcher in that it does not perform lead work duties. This classification is also distinguished from the Aviation Emergency Dispatcher whose scope of operations is limited to the airport.

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.

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.

Performs other related duties as assigned.

Employees may be re-deployed to work in other capacities in their own agencies or in other City agencies to support core functions of the City during a City-wide emergency declared by the Mayor.

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.

Competencies

Customer Service – Works with customers to assess needs, provide assistance, resolves problems, and satisfy expectations, knows products and services, and is committed to providing quality products and services.

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.

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.

Problem-Solving - Identifies problems; determines accuracy and relevance of information; uses sound judgment to generate and evaluate alternatives, and to make recommendations.

Speaking – Uses correct English grammar to organize and communicate ideas in words that are appropriate to listeners and situations, uses body language appropriately.

Writing - Writes in a clear, concise, organized, and convincing manner for the intended audience.

Knowledge & Skills

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.

Level of Supervision Exercised

None

Education Requirement

Graduation from high school or the possession of a GED, HiSET or TASC Certificate.

Experience Requirement

One (1) year of experience as a 911 Operator or Emergency Dispatcher.-OR-Two (2) years of experience in public contact over the phone/in-person.-OR-One (1) year of high volume call-center/general-dispatching experience.-OR-One (1) 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.

Education & Experience Equivalency

Additional appropriate education may be substituted for the minimum experience requirements.

Licensure & Certification

Requires a CPR Certification before the end of academy training and successfully recertification as required by the National Academy of Emergency Medical Dispatch during the employment.

Requires an EMD Certification issued by NAED before the end of academy training and successfully recertification as required by the National Academy of Emergency Medical Dispatch.

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 some online test every two years to maintain certification.

Licenses and certifications must be kept current as a condition of employment.

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.

Level of Physical Demand

1-Sedentary (0-10 lbs.)

Physical Demands

(Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and department/agency needs):

Accommodation: Ability to bring objects into focus.

Color vision: Ability to distinguish and identify different colors.

Eye/Hand/Foot Coordination: Performing work through using two or more body parts or other devices.

Fingering: Picking and pinching, through use of fingers or otherwise.

Handling: Seizing, holding, grasping, through use of hands, fingers, or other means.

Hearing: Perceiving and comprehending the nature and direction of sounds.

Lifting: Moving objects weighing no more than 10 pounds from one level to another.

Repetitive motions: Making frequent or continuous movements.

Sitting: Remaining in a stationary position.

Talking: Communicating ideas or exchanging information.

Vision Far Acuity: Ability to perceive or detect objects clearly at 20 feet or more.

Vision Near Acuity: Ability to perceive or detect objects at 20 inches or less.

Background Check Requirement

Criminal Check

Employment Verification

Licensure/Certification

Assessment Requirement

Alphanumeric Data Entry

Probation Period

Nine (9) months.

Class Detail

Pay Grade: NE-16

FLSA Code: N

Established Date: 9/21/2018

Established By: LS

Revised Date: 11/27/2022

Revised By: SO

Class History: 01/03/2022- Revised the assessment requirement.

11/27/2022- Updated pay grade as a result of CN1743.