Position Title	911 Dispatcher	**Department**	Emergency Communications Center
Residency Requirement	60 minutes from duty station, per Google maps	**FLSA Status/ Union**	Non-Exempt (hourly) Non-Union
Supervision Received	Receives direction from upper level supervisory or managerial staff.	**Supervision Exercised**	None
Subject to Recall	May be called after hours during potential and actual emergency or disaster situations.	**Shift Work**	Yes, shifts vary between 8 and 12 hours in length

DESCRIPTION OF WORK

Operate radio, telephone, or computer equipment at Hastings 911 Center/Emergency Communication Center. Receive reports from the public of crimes, disturbances, fires, and medical or police emergencies. Relay information to appropriate response personnel. May be required to maintain contact with caller until responders arrive.

QUALIFICATIONS

High school diploma or GED, one year of work experience involving public contact (either direct or via telephone) and keyboarding and data entry. Must be able to type a minimum of 40 WPM. Bilingual Spanish speaking (a plus, but not a requirement)

SPECIAL QUALIFICATIONS

- Possession of, or ability to obtain, certification in the operation of the National Crime Information Computer within twelve months of hire.
- Possession of Nebraska Basic Telecommunicator Course Certification and TCPR within twelve months of hire.
- Maintain required minimum continuing education requirements.

ESSENTIAL FUNCTIONS OF THE JOB

The following tasks are typical for positions in this classification. Any single position may not perform all tasks and/or may perform similar related tasks not listed here:

- Attend work on a regularly scheduled basis and are prepared to remain on-site for entire scheduled work shift.
- Receive incoming telephone or alarm system calls regarding emergency and non-emergency police and fire service, emergency ambulance service, information and after hours calls for various departments.
- Question callers to determine their location, and the nature of their problems to determine the type of response needed. Determine response requirements and relative priorities of situations, and dispatch units in accordance with established policies, procedures, and best practices. Record details of every call for service, dispatches, and messages.
- Scan status charts and computer screens and contact emergency response field units to determine emergency units available for dispatch.
- Enter, update, and retrieve information from teletype networks and computerized data systems regarding such things as wanted persons, stolen property, vehicle registration, and stolen vehicles.
- Maintain access to, and security of, highly sensitive materials.
- Relay information and messages to and from emergency sites to law enforcement agencies, and to all other individuals or groups requiring notification.
- Maintain professionalism and composure under high-stress calls into the Emergency Communications Center.
- Observe alarm registers and scan maps to determine whether a specific emergency is in the dispatch service area.
- Maintain files of information relating to emergency calls such as personnel rosters, and emergency call-out and pager files.
- Monitor various radio frequencies such as those used by first responders and other governmental entities.
- Learn material and pass required tests for certification.
- Read and effectively interpret various maps and information, often from a computer screen, to determine locations and provide directions.
- Answer routine inquiries and refer calls not requiring dispatches to appropriate departments and agencies.
- Test and adjust communication and alarm systems, and report malfunctions to maintenance units. Monitor alarm systems to detect emergencies such as fires and illegal entry into establishments.
- Maintains professional and courteous demeanor when assisting public or other staff.
- Performs all other related duties as required or may be assigned.

ADDITIONAL EXAMPLES OF WORK PERFORMED

- May perform janitorial duties.
- May serve on various employee committees.

EQUIPMENT/JOB LOCATION

Proficiency in the use and operation of equipment including but not limited to the following:

Tools

Computer Aided Dispatching consoles; Mainframe console or terminal; Computer Aided Multi-Frequency Radio system; multi-line telephone system; Teletype terminals; Two-way/Base station radios; Digital recording equipment;

Personal/Desktop/Notebook/Laptop computers; Intercom system; Headset; TDD/TTY for hearing/speech impaired callers; and Office Equipment such as photocopier, calculator, fax machine.

Technology

Data base user interface and query software (911 system information databases, Law enforcement information databases, National Crime Center NCIC database, National Law Enforcement Telecommunications System NLETS, Microsoft Access); Helpdesk or call center software (Computer aided dispatch CAD software); Internet browser software (Web browser software); Word Processing software (Microsoft Word); Spreadsheet Software (Excel); Various freeware/shareware; Document management software (Adobe Acrobat); and Electronic Mail Software (Microsoft Outlook), Mapping Software, and Weather Software.

Work Environment

- Requires working indoors in environmentally controlled conditions in close proximity to other people.
- The majority of all work is performed while wearing a headset.
- Includes exposure to sounds and noise levels that are distracting or uncomfortable at times.
- Requires assisting difficult and hostile callers.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES

Knowledge of:

- Principles and processes for providing quality customer service.
- Standard broadcasting and operation of telecommunications systems.
- Correct English language usage, spelling, punctuation and grammar.
- Administrative and clerical procedures and systems such as word processing, managing files and records, office procedures and terminology.
- Modern office procedures, methods, and equipment including computer hardware and software.
- Relevant Federal, State, and local laws, codes, and regulations.

Skills in:

- Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Eliciting information from upset and irate citizens.
- Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

Ability to:

- Verbally communicate information and ideas clearly so others will understand both verbally and in writing.
- Type at a speed necessary for successful job performance.
- Work various shifts as assigned, including weekends and holidays.
- Concentrate on a task over a period of time without being distracted.
- Learn to operate computerized crime center network to receive and dispatch information.
- Learn the geographic features and streets with the area served.
- Operate required equipment.
- Work under pressure, exercising good judgment and make sound decisions in emergency situations.

ENVIRONMENTAL CONDITIONS

Occasionally (1% - 33%)

Exposed to Electric Hazards, Vibration and Moving/Mechanical Parts

Constantly (67% - 100%)

Use of Computers/Monitors, Repetitive movement

PHYSICAL REQUIREMENTS

Occasionally (1% - 33%)

Standing, Walking, Change of Position, Reach Across Midline, Fingering (pinch/pick), Feeling (perceive attributes of objects), Crouching/Squatting, Stooping, Climbing Ladders/Stairs, Lifting/Lowering 0-10 lbs, Carrying 0-10 lbs, Pushing/Pulling 0-10 lbs

Frequently (34% - 66%)

Reaching (extended hands/arm), Handling (hold, grasp, seize, turn), Talking, Hearing

Constantly (67% - 100%)

Sitting, Near Acuity, Far Acuity, Depth Perception, Color Distinction, Field of Vision, Simple grasp, Fine manipulation, use of arm/hand to operate machine.

- Vision and hearing must be corrected to enable proper use of emergency communications equipment.
- Individuals must be free of impairments that with or without reasonable accommodation would interrupt continuous performance of the essential functions during a shift lasting a length of eight (8) to twelve (12) hours.

Sedentary Work – Exerting up to 10 pounds of force occasionally, and/or a negligible amount of force frequently. Involves sitting most of the time but may involve walking or standing.