



JOB DESCRIPTION

| | | |
|--|--|-----------------|
| Job Title: 911 Dispatcher | Department: Law Enforcement | |
| Reports to: 911 Dispatch Supervisor | Employment Status: Non-exempt, Full-time, Sensitive | |
| Classification: (Do not fill in) | Supervisory Status: None | |
| Date Approved: (Do not fill in) | Driving Classification: Moderate | |
| Salary, Minimum: | Mid-level: | Maximum: |

Summary: Performs specialized work receiving and dispatching 911 and non-emergency calls for service. Duties include: answering 911 calls; receiving, prioritizing, evaluating and dispatching emergency and non-emergency calls for service; performing criminal history, plate and driver's license checks; teletyping documents to other agencies; communicating with emergency personnel via radios or phones to dispatch information; monitoring security panels and cameras, operating the jail and door control panel; and receiving and distributing teletype messages.

Essential Duties and Responsibilities:

- Receives, prioritizes and evaluates calls for service (emergency and non-emergency); dispatches appropriate personnel and assigns report numbers.
- Dispatches police, monitors all radio traffic from police and animal control units at various locations maintaining dispatch radio logs on all radio traffic.
- Analyzes emergency and non-emergency requests for police, medical, fire service aid; determines kind and level of service to be dispatched in initial responses, and determines available units to dispatch for multi-agency area.
- Accesses the state computer for performing criminal history, plate and driver license checks.
- Communicates with emergency personnel via radios or phones; dispatches information.
- Receives and distributes teletype messages and forwards documents to other agencies.
- Monitors the office and the jail by monitoring security panels and cameras, operates the jail door control panel.
- Enters data into computer system, including missing person and stolen property information.
- Maintains awareness of position of each unit and activities in which personnel are engaged, checking periodically with personnel to verify position and activity, supplying backup personnel and taking other appropriate steps to provide for the safety of field units and the public.
- Uses maps and reference materials to secure information as needed; revises and updates materials when appropriate.
- Contacts other jurisdictions, departments, emergency crews, vehicle tow companies, coroners, relatives of victims, utility companies, taxi companies, courts, jails, prisons, and others to relay or receive information or requests; maintains records on such contacts.
- Researches records for request information.
- Broadcasts information when requested from our agency and other jurisdictions.
- Assists with training of new dispatchers.

Competency: To perform the job successfully, and individual should demonstrate the following competencies:

- Ability to listen and communicate clearly in a well-modulated voice by phone and radio dispatching equipment while tactfully communicating with highly emotional callers.
- Ability to work cooperatively with citizens, co-workers, sworn personnel and other Tribal Entities and agency employees.

- Ability to comprehend, make inferences and analyzes verbal information or instructions over the phone; determines the right course of action under crisis or emergency situations.
- Ability to remain calm and effective under heavy workloads and in emergency situations.
- Ability to learn job-related material through oral instruction and observation and through structured lecture and reading to effectively perform job duties.
- Learn Police Department organization, policies and operating procedures.
- Knowledge of record keeping practices, computer skills; and working knowledge of modern office practices and procedures.

Qualifications: Must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required.

Education/Experience:

- Must have High School Diploma or General Equivalency Diploma (G.E.D).
- Must be 21 years of age or older.

Language Ability:

- Must be able to read and understand Fort Mojave Tribal Law and Order Codes.
- Must be able to read and understand Arizona Criminal Justice System (ACJS).

Math Ability:

- None

Reasoning Ability:

- Must be able to interact with all Tribal entities.

Computer Skills:

- Must have basic computer skills, word and excel programs.
- Must be able to learn computer skills.

Equipment, Machinery, Tools and Material Utilization:

- Operate various communications and computer equipment such as radios and telephones and related software applications.
- Office equipment telephone, copy machine and fax machine.

Certificates and Licenses:

- Must have a valid driver's license and clean record, and be insurable under the FMIT insurance policy.
- Must be able to maintain all certifications.
- Must pass a pre-employment drug test.

Other Requirements:

- Must pass a background investigation.
- No felony convictions.
- No applicants shall be hired if he/she has been convicted of a misdemeanor with 120 months of prior to being hired.

Supervisory Responsibilities:

- None

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually quiet.

Physical Demands: The physical demands described here are representative of those that must be met by an employee successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is frequently required to sit and talk or hear. The employee is frequently required to use hands to finger, handle, or feel objects, tools or controls; and reach hands and arms. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision and the ability to focus.

The above statements are intended to describe the general nature and level of the work being performed by people assigned to this work. This is not an exhaustive list of all duties and responsibilities associated with it. The Fort Mojave Indian Tribe reserves the right to amend and change responsibilities to meet business and organizational needs.

My signature below indicates that I have reviewed this job description and have received a copy of it.

Employee Signature

Date

Department Head Signature

Date

HR Director Signature

Date