



ORGANIZATION: City of Lincoln City
JOB TITLE: 911-Dispatcher
FLSA STATUS: Non-Exempt, Grade 18
UNION: LCPEA
UPDATED: August 2018

PURPOSE OF POSITION: in a multi-agency dispatch center, receive calls from the public regarding crime and emergency situations, dispatch appropriate safety service response, maintain records of actions taken, monitor, and operate various radio and computer equipment.

ESSENTIAL JOB FUNCTIONS:

Receive incoming 911 and other telephone calls/reports on emergency situations. Radio broadcast response instructions to affected safety service unit.

Provide emergency medical information to callers as necessary.

Monitor radio frequencies of City and other public jurisdictions and maintain communication channels.

Operate CAD, LEDS and NCIC computer terminal and respond to field requests for information on persons and property.

Retrieve information on wants and warrants, vehicle registration, driver's license data, criminal history summaries and law enforcement reports.

Review and ensure accuracy of information and enter data to computer.

Maintain departmental logs, forms, indices and files related to departmental functions.

Type various reports as required. Code, copy, file and distribute/route a variety of records and reports.

Retrieve information from computerized law enforcement records systems, police files, etc. and provide to appropriate and/or requesting party. Ensure proper disclosure in accordance with State law and police regulations.

Maintain cooperative, positive and professional working relationships with City staff, other organizations and the public.

Follow all safety rules and procedures for work areas.

Other related duties as assigned.

AUXILIARY JOB FUNCTIONS: Provide assistance to other staff as workload and staffing levels dictate. Maintain proficiency by attending training and meetings, reading materials, and meeting with others in areas of responsibility. Maintain work areas in a clean and orderly manner.

JOB QUALIFICATION REQUIREMENTS:

MANDATORY REQUIREMENTS: Demonstrated excellent written and verbal communication skills. This includes advanced knowledge and application of English grammar and spelling. Proven ability to receive and assimilate information quickly and in times of stress and exercise good judgment and decision-making. General knowledge of emergency service organizations and functions, including care and use of electronic communications equipment, record keeping and filing systems. High school education or equivalent supplemented by additional related training and over one year general office experience or any satisfactory combination of experience and training that demonstrates the knowledge, skills and abilities to perform the above duties. Typing speed of at least 35 words per minute. Demonstrated ability to multi-task under stressful conditions or during emergencies while remaining calm and focused. Must be able to work varied shifts, holidays and weekends. Must be able to respond to requests to work on short notice and be available for mandatory overtime and shift extensions.

SPECIAL REQUIREMENTS/LICENSES: Must be able to obtain LEDS certification and Emergency Medical Dispatch training within three months of employment. Must also possess a current CPR/First Aid card or the ability to obtain one within six (6) months of employment and the ability to maintain one throughout employment.

DESIRABLE REQUIREMENTS: Previous experience in an emergency service environment. Possession of LEDS certification.

PHYSICAL DEMANDS OF POSITION: While performing the duties of this position, the employee is frequently required to sit, communicate (hear and speak) and reach and manipulate objects, tools or controls. Duties involve moving materials weighing up to 10 pounds on a regular basis. The employee must be able to wear a headset during the entire shift. Manual dexterity and coordination are required over 50% of the work period while operating equipment such as computer keyboard, dispatch equipment, etc.

WORKING CONDITIONS: Usual office working conditions. The noise level in the work environment is not typical of most office environments due to communications equipment and other voices.

SUPERVISORY RESPONSIBILITIES: Supervision is not a typical function assigned to this position. May provide training and orientation to newly assigned personnel on department policies and practices.

SUPERVISION RECEIVED: Works under the general supervision of the 911 – Dispatch Supervisor.