

# CITY OF FORT WAYNE

## Job Description

### Dispatcher I - III

**DEPARTMENT:** Communications

**DEPARTMENT CODE:** 018

**HOURS:** 0700-1500  
1500-2300  
2300-0700

**SALARY:** \$14.89 - \$21.83

Hours may vary depending on need.

**CLASS CATEGORY:** POLE

**JOB CODE:** 8000 0001

**FLSA STATUS:** Non-Union-Non-Exempt

**WORK COMP:** 8810

**EEO CATEGORY:** 04

**UNION:** Non-Union

**REPORTS TO:** Supervisor of Dispatchers

**APPROVED BY:** Operations Manager

**APPROVAL DATE:** 10/31/06, 2/16/07

#### SUMMARY

Working under the direction of the Supervisor of Dispatcher, the incumbent performs emergency and non-emergency radio dispatching. Operates a 911 primary public safety answering point, receives and appropriately acts upon all 911 emergency calls. The incumbent answers and appropriately dispatches or routes incoming telephone calls. The purpose of this level is to assure the employee is proficient in the duties of three of the three main dispatch talk-groups. This classification is distinguished from the Dispatcher Entry Level/Recruit even though they perform the same or similar tasks, by the ability to be proficient in all three dispatch talk-groups.

#### DISTINGUISHING FACTORS:

**Dispatcher I** - Is proficient in call taking and working the PD Information radio talk group-which handles drivers license checks, runs warrant checks, makes call backs for officers as needed. (Basically a catch all channel for non-emergency requests from officers-with occasional emergency traffic if the officer accidentally ends up on that channel.)

**Dispatcher II** - Is proficient in call taking, PD Information and working a Police or fire talk group depending on the need of the department.

**Dispatcher III** - Is proficient in all areas in the Communications Center-call taking, PD Information, Police and fire Dispatching.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

- Receives information via telephone, in person or over radio waves;
- Listens carefully, and follows departmental policies and procedures, extracts pertinent facts, offers calm assurance to distraught, excited or angry callers;
- Relays facts accurately, as quickly as possible, for appropriate action;
- Speaks clearly in a calm or in an assertive, commanding voice, as appropriate;
- Observes and accurately recalls names, numbers, incidents and places;
- Observes and recognizes unusual or dangerous situations or events;

- Takes directions/instructions from supervisors;
- Learns quickly and retains knowledge of locations of roads, streets, businesses and industrial plants and public buildings within the community;
- Reads reports, memos, training material, etc.;
- Reads and understands written laws, and departmental rules, regulations and procedures;
- **Works in a high stress environment and makes decisions involving life and death situations;**
- Evaluates emergencies, extracts appropriate information from callers quickly in order to dispatch appropriate assistance in the briefest possible amount of time;
- Reviews calls for services to assist officers in monitoring criminal activity on patrol during dispatch shift;
- Screens and disburses calls as appropriate;
- Maintains mental and physical acuity, thinking clearly and acting quickly during stressful emergencies;
- Responds to telephone and personal inquiries for general information within the scope of this position;
- Ensures the appropriate notification of City administrative staff of major police or fire activities, and events drawing news media attention, equipment failure, or other significant incidents, as required;
- Balances duties among 911 dispatching, police dispatching, and fire dispatching;
- Maintains appropriate records for documenting calls for service, officer patrol activity, etc.;
- Keyboards accurately at 45 words per minute;
- This position requires **Mandatory** overtime and on-call.

#### **MARGINAL FUNCTIONS**

- Performs other duties as assigned.

#### **SUPERVISORY RESPONSIBILITIES**

This position has no supervisory responsibilities.

#### **QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

#### **EDUCATION and/or EXPERIENCE**

High school diploma or general education degree (GED); or one to three months related experience and/or training; or equivalent combination of education and experience.

#### **LANGUAGE SKILLS**

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

#### **MATHEMATICAL SKILLS**

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

#### **REASONING ABILITY**

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

## **CERTIFICATES, LICENSES, REGISTRATIONS**

- IDACS Certifications
- Valid Driver's License if City vehicle is used.

## **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to 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 regularly required to sit; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee is occasionally required to stand and walk. Hearing: The candidate shall have normal hearing acuity. A baseline audiometric test will be obtained at the time of the successful candidate's post offer physical and yearly thereafter. Vision: the candidate shall possess normal color vision and visual functions. Each eye must be free of any abnormal condition or disease, which might adversely affect performance of duty and there must be visual acuity of not less than 20/100 vision in each eye without correction and corrected to no less than 20/30 in each eye. Vision and hearing is required to perform essential job functions. The incumbent may be telephonically exposed to emotionally upset or argumentative individuals.

## **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.

Work is performed sitting in a closed environment subject to stress from tension and from receiving details of criminal acts of violence. Works various shifts (Day, Night, and Morning) as assigned, which may include weekends and holidays.

You can fill out an application on-line at the [cityoffortwayne.org](http://cityoffortwayne.org) website along with emailing a resume to [susan.rarey@ci.ft-wayne.in.us](mailto:susan.rarey@ci.ft-wayne.in.us) or [dawn.mcgahen@ci.ft-wayne.in.us](mailto:dawn.mcgahen@ci.ft-wayne.in.us)