



City of Tempe

COMMUNICATIONS DISPATCHER I+

| JOB CLASSIFICATION INFORMATION | | | | |
|--------------------------------|----------------|---|---------------------------------|-------------------------------|
| <i>Job Code:</i> | 128 | | <i>FLSA Status:</i> | Non-Exempt |
| <i>Department:</i> | Police | | <i>Salary / Hourly Minimum:</i> | \$20.177885 |
| <i>Supervision Level:</i> | Non-Supervisor | | <i>Salary / Hourly Maximum:</i> | \$27.240385 |
| <i>Employee Group:</i> | NSU | | <i>State Retirement Group:</i> | ASRS |
| <i>Status:</i> | Classified | | <i>Market Group:</i> | Communications Dispatcher II+ |
| <i>Drug Screen / Physical:</i> | Y | N | <i>EEO4 Group:</i> | Administrative Support |

| DISTINGUISHING CHARACTERISTICS |
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| Employees in this class serve as 9-1-1 and non-Emergency Call Takers. |

| REPORTING RELATIONSHIPS |
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| Receives direct supervision from a Communications Supervisor. |

| MINIMUM QUALIFICATIONS | |
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| <i>Experience:</i> | One year of experience in public contact and clerical work along with the ability to type at a specified skilled rate of speed. |
| <i>Education:</i> | Equivalent to the completion of the twelfth grade. |
| <i>License / Certification:</i> | Required to obtain and maintain Terminal Operator Certification awarded by Arizona Department of Public Safety. |

| ESSENTIAL JOB FUNCTIONS |
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| Essential job functions are the fundamental duties of a position: the things a person holding the job absolutely must be able to do. |
| To actively support and uphold the City’s stated mission and values. To perform a variety of responsible duties involved in the receipt of incoming calls for police, fire and other emergency assistance utilizing the Enhanced 911 communications system. To dispatch appropriate units via radio and telephone monitor electronically transmitted communications. |

| OTHER DUTIES AS ASSIGNED |
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Please note this job description is not designed to cover or contain a comprehensive listing of all activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

- Perform job duties adequately and properly; follow personnel and department policies and operating procedures; show respect, tact, and courtesy in dealings with coworkers and the general public; behave in a manner that does not obstruct or hinder other employees from completing their duties; act in a manner that is safe and follow the City's safety procedures at all times.
- Receive emergency service calls from the public requesting police, fire or other emergency service. Respond to radio transmissions, voice instructions and phone conversations simultaneously.
- Ability to learn and utilize new technology systems involving, radio, phones, records management and GPS mapping.
- Answer non-emergency calls for assistance; answer routine questions over the phone regarding directions, civil, criminal and traffic laws, policies and procedures; direct calls to police staff, other city departments or other agencies as appropriate.
- Evaluate and provide appropriate responses to emergency calls while working under stressful conditions and strict time constraints.
- Ability to communicate and provide information to both the caller and field units in a clear and concise manner; utilize various communication techniques to calm callers on the phone and obtain the necessary information.
- Enter all relevant police transmissions in emergency situations directly into the Computer Aided Dispatch (CAD). Ability to handwrite information quickly and accurately when the CAD computer is inoperative.
- Receive and dispatch calls and messages for police units; maintain contact with all units on assignment, maintain accurate status and location of police units, maintain daily computerized log of all field calls and units dispatched.
- Determine the number of units, and which units, to dispatch by considering such factors as time of day, description and location of calls, beat unit available, and probable degree of hazard to the responding units.
- Ability to simultaneously monitor up to seven computer screens and to immediately access each.
- Enter, update and retrieve information from computerized networks relating to wanted person, stolen property, vehicle registration, stolen vehicles and other related information.
- Maintain and update all hazardous locations in CAD system; keep abreast of premise history and hazard files for all field unit calls.
- Use telecommunications systems to coordinate emergency calls and relay information and assistance requests involving other law enforcement agencies.
- Monitor and utilize numerous police radio frequencies, the civil defense radio channel and the Police emergency channel.
- Provide accurate and understandable directions to citizens, officers and other law enforcement agencies.
- Update all map and jurisdictional maps.

- Receive, respond to and document requests from ACJIS and Division of Motor Vehicle printouts inclusive of verifying warrants, stolen vehicles, orders of protection, and stolen articles. Documenting findings and disseminating to appropriate agency and keeping proper documentation logs.
- Ability to learn job related material primarily through observation, structured lectures, and training; understand and follow written and verbal instructions ; and to correctly use these instructions during training and while performing dispatching duties."
- Make appropriate notifications for request e.g., taxis, tow trucks, locksmiths, and beekeepers.
- Test and inspect equipment as required.
- Keep direct supervisor and field supervisors apprised of emergency and unusual situations.
- Perform as acting Communications Supervisor when assigned.
- May provide or coordinate staff training; and work with peers to correct deficiencies, as directed by supervisor.
- Physically present to perform the duties of the position.

PHYSICAL DEMANDS AND WORK ENVIRONMENT

- Work in a stationary position for considerable periods of time
- Operates computers, calculators and other office machines
- Extensive reading and close vision work
- May require working extended hours

COMPETENCIES

| CLASSIFICATION LEVEL | INCLUDES | COMPETENCIES |
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| Foundational | All Employees | Inclusion, Communication, Interpersonal Skills, Integrity, Professionalism, and Willingness to Learn |
| Non-Supervisory | In Addition > | Teamwork, Customer Service, Initiative, and Dependability / Reliability |
| Supervisory | In Addition > | Staffing, Monitoring Work, Delegating, Development / Mentoring, and Support Others |
| Manager | In Addition > | Preparing / Evaluating Budgets, Monitoring / Controlling Resources, and Motivating / Inspiring |
| Deputy Director | In Addition > | Entrepreneurship and Networking |
| Director | In Addition > | Organizational Vision |

For more information about the City of Tempe's competencies for all classifications:

[City of Tempe, AZ : Competencies](#)

JOB DESCRIPTION HISTORY

Effective December 1998

Revised November 2001 (range adj due to market; mq's changed)

Revised January 2002 (Title changed)

Revised July 2005 (revised duties)

Revised Oct 2007 (min. quals)

Revised May 2008

Revised June 2009 (duties)

Revised Oct 2015 (added environmental settings)

Revised July 2016 (classification change – no flex once positions are vacant)