



NEWPORT NEWS, VA
CITY OF OPPORTUNITY

JOB DESCRIPTION
DISPATCHER, 911
POLICE DEPARTMENT

Human Resources Department
700 Town Center Drive, Suite 200
Newport News, VA 23606
Phone: (757) 926-1800
Fax: (757) 926-1825

GENERAL STATEMENT OF RESPONSIBILITIES

Under close supervision, these positions respond to emergency and non-emergency calls for assistance and information. Provides dispatch and other communication support services for situations involving police, fire, emergency medical and other related responses. Reports to a Dispatch Supervisor.

There are two (2) levels of Dispatcher distinguished by the level of work performed and supervision required. A **Dispatcher I** is the entry level and generally performs the routine work of the job or specific assignment under direct supervision during the initial training period and under close supervision thereafter. The **Dispatcher II** performs a variety of predominately responsible to complex work and under general supervision.

ESSENTIAL JOB FUNCTIONS

Operates a multi-line and technology complex telephone console; alerting systems from other agencies; and telecommunication device for the deaf and hearing impaired (TDD) to receive and respond to a variety of emergency and non-emergency services and complaints; calms, reassures, and verbally interrogates callers to interpret, analyze and anticipate the effect of situations in order to resolve problems, provide requested information, or refer callers; translates information to appropriate codes; determines and assigns level of priority and enters data to a computer aided dispatch (CAD) system for radio dispatch.

Performs Emergency Medical Dispatch and crisis intervention and uses Emergency Medical Guide cards or software to ask vital questions and provide pre-arrival instructions for emergency medical calls; monitors and operates a radio console and various radio frequencies to dispatch and coordinate public safety responses ranging from routine to critical; determines priority to dispatch calls; identifies appropriate number and type of equipment or apparatus to dispatch; and manages situations as conditions change; utilizes CAD system to document individual activities of public safety responses.

Queries, enters, modifies, and clears information in local, state, and national computerized databases such as the Virginia Crime Information Network (VCIN), National Crime Information Center (NCIC) and the Department of Motor Vehicles (DMV) pertaining to arrest warrants, driver record and history, stolen property, other similar data and transmits relevant information to field units.

Monitors and responds to a variety of technical systems and alarms to include fire, duress, and power redundancy alarms, GPS equipped bait car, high crime area cameras, financial institution electronic pursuit tracking system; fire station alerting and printing system, radio interoperability channels, and local, regional, and national alerting and disaster notification systems.

Performs other duties as assigned.

PERFORMANCE STANDARD

Employees at all levels are expected to effectively work together to meet the needs of the community and the organization through work behaviors demonstrating the City's Values. Employees are also expected to lead by example and demonstrate the highest level of ethics.

REQUIRED KNOWLEDGE

- **Telecommunications** – Knowledge of transmission, broadcasting, switching, control, and operation of telecommunications systems. Knowledge of dispatch codes and other codes, standard abbreviations and terminology utilized in communications operations and by police, fire, and emergency medical personnel. Knowledge of various state and local agencies and the services they provide. Knowledge of Teletype operations and procedures for accessing and updating various computerized databases.
- **Safety and Security** – Knowledge of common safety rules, regulations, procedures and practices to include basic first aid, emergency medical dispatch protocols and CPR. Knowledge of Emergency Communications policies and procedures and Police and Fire Department policies and procedures pertaining to Communications operations, disaster and special response plans.
- **Customer Service** – Thorough knowledge of principles and processes for providing customer services. This includes meeting established quality standards.
- **Geography** – Knowledge of jurisdictional boundaries, thoroughfares, landmarks, public buildings, waterways; and the resources available to determine the location of incidents in the City of Newport News and surrounding jurisdictions.

REQUIRED SKILLS

- **Interpersonal Relationships** – Develops and maintains cooperative and professional relationships with employees, managers, and representatives from other departments and organizations. Shares knowledge with staff for mutual and departmental benefit.
- **Critical Thinking** – Using logic and reasoning to identify potential solutions, conclusions or approaches to problems.
- **Judgment and Decision Making** – Evaluating the situation at hand and then exercising appropriate judgment in establishing priorities and resolving complex matters. Considering the relative costs and benefits of potential actions to choose the most appropriate one.

REQUIRED ABILITIES

- **Communication** – Ability to communicate ideas effectively, including the preparation of reports and logs. Ability to listen and understand directions, information and ideas presented verbally and in writing. Ability to handle a variety of customer service issues with tact and diplomacy in a confidential manner and verbally solicit and obtain relevant information through radio and telephone communications. Ability to hear and retain detailed information. Ability to operate a computer keyboard and to read and understand a variety of written materials such as directives, policies, and procedures. Ability to deal effectively with a variety of individuals under highly stressful situations and perform various tasks simultaneously. Ability to fluently speak, read and understand the English language and to read maps.

- Time Management – Ability to establish and implement effective administrative programs and procedures. Ability to plan and organize daily work routine and establish priorities for the completion of work in accordance with sound time-management methodology.

EDUCATION AND EXPERIENCE

Dispatcher I: Requires a combination of education and experience equivalent to a high school diploma. Related work experience or education preferred.

Dispatcher II: Requires any combination of education and experience equivalent to a high school diploma. Related work experience or education preferred. Requires a minimum of eighteen months of experience as a 911 Dispatcher I with the City of Newport News. Persons with a minimum of two years of related emergency communications experience with other jurisdictions may advance to this level upon completion of six months of satisfactory service as a 911 Dispatcher I with the City of Newport News.

ADDITIONAL REQUIREMENTS

Requires a comprehensive background investigation to include a local, state and federal criminal history check; sex offender registry and credit check.

Requires satisfactory results from a medical, audio, psychological evaluation and pre-employment substance abuse testing and is subject to random alcohol and controlled substance testing.

Required to obtain and maintain CPR, Emergency Medical Dispatch certification, and a Level A VCIN/NCIC Operator certification as a condition of employment.

For continued employment, employees must qualify for administrative promotion to Dispatcher II within 24 months from date of hire.

PHYSICAL REQUIREMENTS

- Requires the ability to exert light physical effort in sedentary to light work.
- Some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds).
- Tasks may involve extended periods of time at keyboard or work station.

SENSORY REQUIREMENTS

- Some tasks require the ability to perceive and discriminate sounds and visual cues or signals.
- Some tasks require the ability to communicate orally.

ENVIRONMENTAL EXPOSURES

Essential functions are regularly performed without exposure to adverse environmental conditions.