

## **JOB DESCRIPTION**

### **Public Safety Dispatch Trainee**

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Sumner County

9-1-1 Emergency Communications

#### **POSITION SUMMARY**

**Salary Level: 7**

Under the general supervision of the Training Officer, the Public Safety Dispatch Trainee learns how to perform specialized work in receiving emergency calls for service and dispatching the appropriate police, fire, EMS, or Emergency Management agencies to the incident scene. Using computers, laptops, tablets, and highly technical computer aided dispatch systems (CAD) and multi-channel radio/paging consoles, Public Safety Dispatch Trainees must read, comprehend, listen, watch, and practice the skills required to be a Public Safety Dispatcher. Public Safety Dispatch Trainees are expected to observe all local, state, and federal laws as well as established policies and guidelines that direct them in meeting department goals.

#### **ESSENTIAL FUNCTIONS**

- Report for training in a timely manner as required.
- Perform all written, audio, video, and practical lessons as assigned.
- Accepts constructive criticism, coaching, and instructions.
- Uses computerized telephone systems, printed and computerized GIS systems, teletypewriters, CAD systems, radio consoles, and radio paging equipment to learn and practices the skills of a Public Safety Dispatcher.
- Learns Sumner County and Department Policies, Departmental Procedures, and Communication Guidelines.
- Learns the geography of Sumner County.
- Learns the operations of law enforcement, fire, EMS, and EMA agencies.
- Learns how to effectively communicate with callers.
- Learns how to query callers to elicit location data, call type and severity, and specific details surrounding emergencies.
- Learns response jurisdictions.
- Learns how to communicate by radio.
- Learns how to use the teletype network.
- Learns how to enter and retrieve information from the KCJIS network.
- Completes all written and practical reviews, tests, and evaluations with a passing score.
- Participates in frequent performance reviews.

#### **MARGINAL FUNCTIONS**

- Reports problems/equipment malfunctions to supervisors immediately.
- Performs janitorial and cleaning duties of the 9-1-1 Dispatch Center.
- Assists with other department activities as required.
- Other functions as determined by the Watch Supervisor, Deputy 911 Director, and 911 Director.

***Public Safety Dispatcher***  
**Position Requirements**

**Education:**

- Must have High School Diploma or GED Equivalent.
- Must complete training, in accordance with the Kansas State Training Standard, within six months of initial employment.
- Must obtain certification as an NCIC Terminal Operator within six months of initial employment.
- Must obtain certification as a Dispatcher I within one year of initial employment.
- Must obtain certification as an Emergency Medical Dispatcher, including CPR, within one year of initial employment.

**Technical:**

- Ability to use computer keyboard and mouse to maneuver through and operate Windows based computer software.
- Ability to communicate via teletypewriter, and to send and receive SMS/MMS messages.
- Ability to monitor five or more computer screens simultaneously.
- Must be able to type 30 words per minute.
- Ability to read maps.
- Ability to use radio/paging console.

**Problem Solving:**

- Must work cooperatively with co-workers to achieve department mission.
- Must be able to think quickly and decisively to analyze emergency situations and make decisions regarding actions that need implemented.

**Human Relations:**

- Ability to provide quality customer service courteously and professionally.
- Ability to deal with hostile, hysterical, or grieving citizens.
- Must be able to work in close quarters with other for extended periods of time.
- Ability to work with other public safety responders towards the best interest of the citizens of Sumner County.

**Physical:**

- Must pass a pre-employment drug screen.
- May be required to complete other medical/psychological testing as determined by the 911 Director.
- Shift work is required, working days, evenings, nights, weekends, and holidays.

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The specific statements in each section of this job description are not intended to be all inclusive. They represent typical elements and criteria considered necessary to successfully perform the duties of Public Safety Dispatcher.  
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This job description last updated May 2016.