**JOB FACTS SHEET**

**Wooster-Ashland Regional Council of Governments**

**PUBLIC SAFETY DISPATCHER**

**A. BASIC INFORMATION**

**1) GENERAL STATEMENT OF ESSENTIAL JOB TASKS**

The public safety dispatcher’s primary responsibility is to provide emergency and non-emergency communications response to individuals and entities requesting police, fire, or emergency medical services. Through professional information gathering, the incumbent determines the nature of the call, whether a response is necessary and what type of assistance or information is needed. For calls requiring police/fire/EMS response, the incumbent dispatches the appropriate agency to the scene, maintaining proper logs (via a computer aided dispatch terminal) of all units dispatched. The incumbent is additionally responsible for retrieving and accurately relaying to requesting fields units, information contained in the local, state, and national computer systems, and for entering and maintaining law enforcement data in the appropriate computer system(s).

**2) SCHEDULING**

The communications center is staffed 24 hours a day, 365 days a year. Incumbents work 10-hour fixed shifts.

The dispatcher must not be late to work, since each position must be covered at all times. An employee who is late causes the outgoing person to work overtime to cover the position. Tardy employees are subject to discipline.

**3) SUPERVISION**

The dispatcher is under the direct supervision of the director of communications. The dispatcher must conduct duties in accordance with established, policies, procedures, rules and regulations. The dispatcher is also expected to exercise reasonable judgment and discretion on occasion in view of the special and unusual circumstances that can be present in this work.

**4) TRAINING**

Newly hired dispatchers must successfully complete a comprehensive in-house training program. Composed of approximately 12 weeks of classroom and on-the-job training. Newly hired dispatchers are on probation for twelve months. Failure to perform to established performance standards during or after the probationary period, tardiness, unexplained absence, or other policy or rule violations will be grounds for progressive disciplinary action, including discharge.

**B. QUALIFICATIONS FOR APPOINTMENT**

Candidates **meeting the minimum qualifications** for the position will be required to participate in a pre-employment hiring process designed to determine their compatibility with the essential and prerequisite skills and abilities required for successful performance in this position.

The pre-employment hiring process consists of:

1. Position compatibility testing.
2. Pre-employment job interview
3. Reference check
4. Criminal background check and drug screen after a conditional offer of employment.

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**1) MINIMUM QUALIFICATIONS:**

**(Required to be eligible to participate in the hiring process)**

**EDUCATION**

High school diploma or general education degree (GED)

**SPECIAL REQUIREMENTS**

Must have the ability and willingness to work all shifts of a 24-hour per day period and be available for emergency call-in overtime.

**2) ESSENTIAL and PREREQUISITE SKILLS and ABILITIES:**

**(Required to be eligible for appointment to the position)**

**Oral and Written Communications**

Must have the ability to:

Understand the English language

Orally communicate events and information in English professionally and precisely

Read and understand written communications

Report events and information in writing legibly and accurately using proper English grammar and structure

**Interpersonal Relationship Abilities/Personal Maturity**

Must have the ability to:

Perform multiple tasks simultaneously (Do several things at one time and remain focus under stress)

Appropriately handle stressful situations and maintain appropriate and constructive behavior and attitude in response to difficult or adverse situations

Handle objectionable contacts with tact and diplomacy

Detach from callers’ emotions, yet project an image of empathy

Accept criticism and/or discipline and responsibility for actions

Demonstrate good team worker abilities

Respect private, confidential information

Maintain dependable work habits.

**Judgment**

Must have the ability to

Learn and apply the operational functions, policies, and procedures of the position

Remember numerous details and accurately recall information

Act in an objective, decisive manner, using good judgment

Effectively prioritize situations and information and make appropriate decisions based on information received

**Physical Abilities**

Must have the ability to:

Hear and understand sound sources coming through a communications headset or a radio or a telephone receiver; as well as the ability to hear and understand other outside sound sources not coming through the headset or receiver (*i.e., the ability to hear through both ears)*

Speak English with sufficient clarity to be understood by others on the telephone, radio or in person

Read and discern visual images on a variety of media (i.e. *ability to “see” various written materials and various equipment displays/screens),* including the ability to distinguish between colors on a color-coded computer screen.

Record names and number accurately (*i.e. not transpose numbers and/or letters.)*

**3) CERTIFICATIONS REQUIRED:**

Valid State of Ohio drivers license

State of Ohio LEADS certification (within one year of hire)

International Academies of Dispatch Law, Medical, and Fire certification (within one year of hire)