PUBLIC SAFETY COMMUNICATIONS SPECIALIST

DESCRIPTION: Under close to general supervision, provides a link between citizens in need of assistance with police, fire and EMS services; prioritizes calls; coordinates and logs the activities associated with providing such service; dispatches appropriate emergency personnel; accesses and provides information transfer to and from field units where telephone or an ACJIS terminal is required; provides emergency communications in the form of 9-1-1 services to the City of Cottonwood and surrounding communities; enters and maintains warrants; and performs related duties as assigned.

CLASSIFICATION: This is a non-exempt, full-time, classified position with full benefits.

ESSENTIAL FUNCTIONS: Essential functions, as defined under the Americans with Disabilities Act, may include the following tasks, knowledge, skills and other characteristics. This list is ILLUSTRATIVE ONLY, and is not a comprehensive listing of all functions and tasks performed by incumbents of this classification.

TASKS:

Complete and maintain the required police, fire, and EMS certifications; perform records inquiries (e.g. registration, driver’s license, drivers history, wanted persons, stolen property, etc.); provide criminal history information from the Arizona Criminal History systems in either automated or hard copy format; provide national crime history and logs data (e.g. FBI number print of criminal history, etc.); enter records and warrants into manual and automated systems.

Perform duties of Public Safety Answering Point/911 call taker; process public safety phone and radio calls for the Cottonwood police and fire departments and other contracting agencies; verify address, jurisdiction, and phone number; while receiving call information, must enter information into CAD system and quickly prioritize and assign calls for service; update unit activities; answer emergency and non-emergency phone calls; communicate, track and monitor the status, location, and availability of police, fire and EMS units.

Transfer calls to appropriate disciplines; release call times to appropriate officers and fire/EMS personnel; gather calls for service information; provide pre-arrival instructions to callers; route calls to proper jurisdiction; process call outs for dispatch purposes (i.e. wrecker call outs); process telephone requests for ambulance or medical services; re-contact hang-ups to ensure no emergency existed; take telephone messages for department employees; perform duties in accordance with departmental policies and procedures under the direct supervision of a Communications Supervisor or designee.

Upon completion of the required police, fire, and EMS certification and probation, and under general direction, may serve as a primary trainer for new or returning dispatchers and evaluate their performance; teach new dispatchers the policies, procedures and job tasks associated with the Communications Specialist classification while fulfilling all duties associated with the Communications Specialist position; oversee operations of the Communications Division in the absence of the Communications Supervisor; provide leadership and supervision in the absence of the supervisor; may be responsible for work schedule, scheduling of overtime, comp time, sick leave, vacation leave, etc.; alter work schedules and call employees back to duty as required; and perform other duties as assigned.
KNOWLEDGE, SKILLS, ABILITIES AND OTHER CHARACTERISTICS:
Knowledge of the policies and procedures of the Cottonwood communications division.
Knowledge of the principles and practices of the Arizona Criminal Justice Information System (ACJIS).
Knowledge of the principles and operations of electronic data processing.
Knowledge of the Spillman System computer software.
Knowledge of the code system used by Cottonwood Police/Fire Departments and contracting agencies.
Knowledge of current practices, methods, and techniques used in emergency dispatching.
Knowledge of customer service.
Skill in developing and maintaining effective interpersonal relations.
Skill in maintaining a calm demeanor during crisis situations.
Skill in analyzing data and drawing valid conclusions.
Skill in maintaining manual and automated records while handling emergency situations.
Skill in maintaining currency on current practices, methods, and techniques used in emergency dispatching.
Ability to make quick decisions.
Ability to work under extreme pressure, exercise good judgment and make sound decisions during emergency situations.
Ability to interpret a variety of instructions, both orally and written.
Ability to maintain regular attendance and punctuality.
Ability to obtain CPR and EMD (Emergency Medical Dispatch) certifications.
Ability to obtain EPD (Emergency Police Dispatch) certification.
Ability to obtain EFD (Emergency Fire Dispatch) certification.

PHYSICAL REQUIREMENTS:
Must be able to sit or stand for extended periods of time; must be able to multi-task such as typing while answering phones; must be able to visually observe and interpret data displayed on multiple dispatch computer monitors comprised of several windows per monitor; required to reach with hands and arms; must be able to hear radio and telephone conversations at an appropriate level so as to not cause radio interference; must possess the ability to communicate clearly when speaking.

Working Environment:
- Work various shift hours such as 8, 10, or 12 hour shifts
- Must be able to work day, swing, or night shift, weekends, and holidays
- Schedule changes with limited notice; overtime may be required
- Work within a structured “chain of command” organization

MINIMUM REQUIREMENTS:
1.) Must be a citizen of United States or legal to work in United States.
2.) Must have at least one (1) year of customer service related work experience.
3.) Must have high school diploma or equivalent.
4.) Must be 18 years of age or older.
5.) Must meet Physical Requirements.
6.) Must read and sign job description acknowledgement.

Employee Signature: ____________________________ Date: __________________

Prepared by: Cmdr Eisenga/Marie Carpenter 2/25/14
Reviewed by: Amanda Wilber 7/31/18