

General Duties of a 911 Communications Dispatcher

Communications Dispatcher I is the entry-level class in the Communications Dispatcher series. Communications Dispatcher I is distinguished from the next higher class of Communications Dispatcher II in that Communications Dispatcher I receive on-the-job training in basic radio dispatching methods and techniques and, as training and experience increase, are expected to become proficient in 9-1-1 call answering and law dispatching and must be able to pass the Peace Officers Standards and Training Certification program, within one year of employment as a Dispatcher I. Incumbents in the Communications Dispatcher II class are expected to perform the full range of dispatching functions with proficiency in law and either fire or medical services.

- Receives training in the reception and transmission of radio calls;
- Receives law, fire and medical calls for service;
- Screens information to determine jurisdiction and equipment to be dispatched, and transmit appropriate information by telephone or radio;
- Dispatches law enforcement or other personnel and equipment;
- Operates a variety of communications equipment including radio transmitters and receivers, radio consoles, telephones, and other communications equipment;
- Monitors public safety frequencies;
- Operates data communication terminals;
- Studies and maintains familiarity with major roads, streets, industrial plants and buildings in the County;
- Provides various database searches to obtain information in response to requests from law enforcement personnel;
- Records the nature and source of all incoming and outgoing radio messages as required;
- After becoming proficient in 9-1-1 call answering and law dispatching, may be trained in fire or medical dispatching;
- Performs miscellaneous clerical work;
- And performs other work as required.

Sufficient education, training, and experience to demonstrate the possession and direct application of the following knowledge and abilities:

Experience Note: The knowledge and abilities required to perform this function are normally acquired through training and experience equivalent to high school graduation.

Must be able to successfully demonstrate typing skills at 35 net wpm. Successfully complete the Peace Officers Standards and Training Certification Training Course within one (1) year of employment, or vacate the position.

Knowledge of:

- Basic computer operations;
- Simple record keeping.

Ability to:

- Learn the operation of two-way radio and telephone communications equipment;
- Learn to dispatch public safety personnel and equipment in a quick and efficient manner;
- Learn and remember location of highways, major streets, industrial plants and public buildings;

Learn and remember the rules and regulations of the department, including the Federal Communication Commission regulations and their application

- Retain, recall, and evaluate facts and/or details solely from memory;
- View multiple video display terminals for extended periods of time in low-light conditions;
- Learn to simultaneously type while communicating with others;
- Read, write, spell, and speak in English
- Monitor audible information from multiple sources (telephone, radio and co-workers) in an open space and noisy environment;
- Perform multiple tasks while monitoring background radio communications;
- Work in a confined area and wear a headset;
- Remain seated for long periods of time;
- Prepare records;
- Follow written and oral instructions;
- Use a keyboard and other peripheral computer equipment with moderate speed and a high level of accuracy;
- Maintain effective working relationships;
- Deal tactfully with the general public, law enforcement and other officials;
- Maintain composure and work accurately under pressure or when faced with stressful situations;
- Work on weekends, holidays and at odd or irregular hours.

Being a 911 Dispatcher is a great way to serve within the Public Safety Field

[Firefighter's ABC's](#)