**Public Safety Dispatcher I**

**Grade: 5**

**FLSA: Non-Exempt**

**Revision Date: 01/20**

**Job Summary** Entry level position. Receives emergency 911 calls and dispatches appropriate agencies; receives and dispatches emergency and routine calls for the St. Mary's County Sheriff’s Office; answers administrative phone lines and dispatches the appropriate agencies; logs all calls in a Computer Aided Dispatch computer system; interacts on a daily basis with several allied agencies; performs other duties as assigned.

**Essential Functions:**

1. Answers 911 emergency phone calls utilizing in-depth questioning and call taking procedures;
2. Answers administrative phone lines and dispatches appropriate agencies;
3. Receives and dispatches calls for the St. Mary's County Sheriff’s Office;
4. Evaluates requests and sends appropriate response by dispatching fire and emergency medical services/EMS or law enforcement in accordance with established protocols;
5. Knowledge of local geographic area, with the ability to communicate direction through mapping and mapping programs;
6. Records and logs all information pertaining to all calls (emergency and routine) into the Computer Aided Dispatch (CAD) System;
7. Provides information about calls to various responding agencies;
8. Utilizes METERS/NCIC law enforcement network;
9. Obtains and maintains certifications in: Emergency Telecommunicator Course (ETC), Emergency Police Dispatch (EPD), Emergency Fire Dispatch (EFD), Emergency Medical Dispatch (EMD), National Crime Information Center (NCIC), FEMA ICS 100, 200, 700, 800, and Cardio-Pulmonary Resuscitation (CPR).
10. Performs other duties as assigned.

**Required Knowledge, Skills, and Abilities:**

1. Ability to gain thorough knowledge of St. Mary’s County Government policies and procedures;
2. Ability to answer phones in a calm manner, distinguish between telephone lines, and evaluate and prioritize emergency calls;
3. Ability to effectively represent St. Mary’s County Government to the public;
4. Knowledge of the appropriate agencies to forward emergency or routine information;
5. Ability to multi-task and work effectively under stressful conditions;
6. Ability to keep accurate and thorough records;
7. Ability to dispatch emergency agencies as appropriate;
8. Ability to operate relevant computer and radio systems;
9. Ability to maintain a high degree of attentiveness, alertness, and responsiveness to duty;
10. Ability to maintain self-control in tense situations and work effectively under stress;
11. Ability to take direction from the Public Safety Dispatch Supervisor, Chief of Communications, Training Coordinator and the Director of Emergency Services.

**Education and Experience:**

1. High school diploma or equivalent;
2. Must be eighteen (18) years of age;
3. Three years or more of related experience;
4. Or equivalent technical training, education, and/or experience.

**Additional Requirements:**

1. Must pass Public Safety Dispatcher pre-employment (CritiCall) examinations with a passing score validated by Criticall process;
2. Must be able to pass a typing test with a score validated by Criticall process;
3. Successfully pass a hearing and vision exam;
4. Negative drug screen;
5. Successfully pass extensive background investigation with favorable results;
6. Successfully pass a psychological fitness examination with favorable results.

**NOTE:** Please be advised from the time of posting this process has multiple phases which can

 take up to a year to be offered a position.

**Physical and Environmental Conditions:**

Work requires no unusual demand for physical effort. Must be able to work 12 hour rotating shift schedule including weekends and holidays. May be subject to recall to duty as needed or in case of an emergency.

Work environment involves everyday risks or discomforts which require normal safety precautions typical of such places as offices or meeting rooms, e.g., use of safe work place

practices with office equipment, and/or avoidance of trips and falls.

The above job description is not intended as, nor should it be construed as, exhaustive of all responsibilities, skills, efforts, or working conditions associated with this job.

Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions of this job.

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HR Representative Date

Your signature below indicates that you have received a copy of this position description.

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Employee’s Signature Date