**Public Safety Dispatcher II**

**Grade: 6**

**FLSA: Non-Exempt**

**Revision Date: 01/20**

**Job Summary** Receives emergency 911 calls and dispatches appropriate agencies; is certified as proficient in Law Enforcement or Fire/Rescue Dispatching; receives calls for the St. Mary’s County Sheriff’s Office; logs calls into the Computer Aided Dispatch (CAD) System; answers administrative telephone lines, works with minimal supervision, and performs other duties as assigned.

**Essential Functions:**

1. Must maintain all certifications of Communications Specialist I;
2. Answers 911 emergency phone calls utilizing in-depth questioning and call taking procedures;
3. Answers administrative phone lines and dispatches appropriate agencies;
4. Receives and dispatches calls for the St. Mary's County Sheriff’s Office;
5. Evaluates requests and dispatches Law Enforcement or Fire/Emergency Medical Services (EMS) in accordance with established protocols;
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 NCIC/MILES/NLETS law enforcement network and police dispatching;
9. Makes critical decisions in response to transmissions from responders;
10. Must be certified as proficient in call-taking and dispatching Law Enforcement or Fire/EMS;
11. Must be proficient in the various technologies associated within Emergency Communications Center (TDD/TTY system, Severe Weather Alerting System, CSD Alarm Computer, Door Access, Fire Suppression System, Equipment Room, and ANI/ALI 911 Functions;
12. Performs other duties as assigned.

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

1. Thorough knowledge of St. Mary’s County Government policies and procedures;
2. Answer phones in a calm manner, distinguish between telephone lines, and evaluate and prioritize emergency calls;
3. Effectively represent St. Mary’s County Government to the public;
4. Ability to multi-task and work effectively under stressful conditions;
5. Ability to keep accurate and thorough records;
6. Dispatch emergency agencies as appropriate;
7. Ability to operate relevant computer and radio systems;
8. Ability to maintain a high degree of attentiveness, alertness, and responsiveness on duty;
9. Ability to maintain self-control in tense situations and work effectively under stress;
10. Ability to receive and input messages into MILES system and distribute as appropriate;
11. Ability to file messages by classification type, code number or alphabetically;
12. Ability to input codes, demographics, DMV, and other law enforcement information;
13. Thorough knowledge of geography of St. Mary’s County road systems, waterways, police districts, and fire/EMS response areas and all surrounding counties;
14. Thorough knowledge of emergency services’ roles (groups, teams, agencies) utilized in emergency response;
15. Ability to take direction from the Communications Supervisor or Lead Communications Specialist and respond accordingly.

**Education and Experience:**

1. High school diploma or equivalent;
2. One year experience as a Communications Specialist I or equivalent;
3. All mandatory certifications are current for Law Enforcement or Fire/EMS as applicable to the discipline proficient in.

**Additional Requirements:**

1. Must maintain typing proficiency of 20 WPM;
2. Must pass written Communication Specialist (CritiCall) examination with the passing score of 80 or above;
3. Must possess unimpaired hearing, speech, and finger dexterity;
4. Working knowledge of National 10 Code System;
5. Continues training in classes relating to duties of 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 required to stay on duty or 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.

I certify that this is an accurate statement of the essential functions and responsibilities of this position.

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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