

**Job Title:** Dispatcher  
**Reports To:** Dispatch Supervisor  
**Classification:** Non Exempt - Union Position

**GENERAL DESCRIPTION:** Receives and prioritizes E9-1-1 and non-emergency telephone calls from the public using NAED Priority Dispatching Protocols. Processes information using a computer-aided-dispatch (Spillman CAD) system. Dispatches appropriate emergency service agencies such as police, fire and emergency medical units to the location of the emergency. Monitors public safety units in the field. Retrieves and enters computer data for emergency response personnel within the service area. This general description reflects the concept and intent of this position and should not be construed as a detailed statement of all the work requirements that may be inherent to this position.

**ESSENTIAL JOB DUTIES AND RESPONSIBILITIES:**

- Receives, prioritizes and dispatches emergency (E911) and non-emergency telephone calls for service from the public requiring law enforcement, emergency medical service (EMS), or fire department attention and relay to field personnel, as appropriate.
- Continuously monitors the Spillman CAD screen, being aware of the calls for dispatching, or calls needing attention. Is always aware of the status of calls and units on the CAD screen.
- Operates multi-frequency radio and computer-aided dispatch, accesses WSP ACCESS messages, monitors alarms systems, operates playback tape recorders, operates TDD/TTY, operates security devices and other related communication equipment located throughout the Center.
- Must condense large amounts of information into readable, sensibly typed remarks in a timely manner and have the ability to recall numerous acronyms and codes essential to appropriate call processing.
- Maintains familiarity with the MACC Policy and Procedures and other appropriate manuals and documentation that provide thorough knowledge of Multi Agency Communications Center calltaking/dispatching operations, employee policies and procedures, etc.
- Evaluates information received and utilizes protocols (NAED Priority Dispatching) provided through the computer-aided dispatch system to determine appropriate action or actions to be taken.
- Works rotating shift work during evenings, nights, weekends, and holidays and must be available to work extended shifts and be subject to emergency callout and mandatory meetings.
- Must be able to work effectively in a disciplined environment with close supervision and carry out lawful orders regardless of personal agreement.
- Must be psychologically fit to do the essential elements of the job. MACC 911 will comply with all federal and state obligations to reasonably accommodate any disability, including mental disabilities, provided that the applicant can perform the essential functions of the position with or without reasonable accommodation. The Dispatcher position is often stressful given the unpredictable, emergency situations that the Dispatcher must routinely handle. Dispatchers must be able to remain calm, concentrate, exercise good judgment, follow training on call handling, and communicate effectively at all times while on duty.

- Enters and retrieves data on the WSP ACCESS system to assist law enforcement agencies in and outside of Washington State.
- Enters information into the computer at a minimum rate of 45 words per minute.
- Deals with sensitive information in a discreet and professional manner by maintaining confidentiality.
- Maintains a positive customer service attitude at all times with public, user agency members, co-workers and supervisors and other MACC employees.
- Dispatches police, fire, ambulance or other emergency equipment as needed in accordance with operational policies and procedures to the location of the call for assistance.
- Interpret Grant County and City maps as necessary through use of computerized mapping software (Spillman CAD Mapping) and map books; relay emergency and non-emergency 911 calls received from outside Grant County to the appropriate agencies using regional geographic knowledge, maps and other resources.
- Assist in maintaining computerized Master Street Addressing Guide (MSAG) and E911 database for Grant County by collecting incorrect E911 address and data and immediately relaying to individual(s) assigned to handle the problem.
- Makes rapid, accurate decisions which may affect the outcome of other public safety services.
- Assists other dispatchers as necessary.
- Must be reliable and dependable and report for work on a consistent and predictable basis.
- Train other employees as required or directed.
- Follows the chain of command per agency policy.
- Performs additional duties as directed.

**COMPETENCIES:**

The competencies listed and described below are required of the Dispatcher position. To perform the job successfully, an individual must demonstrate the following competencies:

**Problems Solving** - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully and makes decisions based on research, experience and within the scope of their responsibility; Develops alternative solutions; Able and willing to comply with all rules, policies, regulations and procedures whether in agreement or not; Follows chain-of-command and contacts appropriate supervisor as needed.

**Technical Skills** - Records names and numbers rapidly; ability to accurately and quickly recall details and essential information; Able to use reference materials (books, charts, maps, manuals, etc) effectively and efficiently.

**Customer Service** - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments; Remains calm, showing empathy, conveying reassurance and instilling confidence in the caller that the dispatcher's demeanor will result in proper response to their needs.

**Interpersonal Skills** - Focuses on solving conflict, not blaming; Listens to others without interrupting; Treats people with respect even when under pressure; Inspires trust by keeping commitments, maintaining confidentiality and supporting others efforts to succeed; Able to accept criticism objectively and in a constructive way; Maintain emotional control and objectivity while directly involved in high stress situations; Remains open to others' ideas and tries new things; Shares experience with others; Maintain confidentiality in all manners relating to information obtained during the course of employment.

**Communications Oral/Written** - Ability to provide a positive representation of Multi Agency Communications Center via personal, telephonic and written means; Speaks English clearly, rapidly, and concisely in a well-modulated voice, and to use good diction; Possess good listening comprehension skills; Hear and clearly understand English over telephone and radio circuits; Responds well to questions; Possess the ability to consistently think clearly; act quickly; and calmly in a wide variety of situations; Writes clearly and informatively; Edits work for spelling and grammar; Ability to understand and follow complex oral and written instructions; Ability to perform several tasks simultaneously.

**Teamwork** - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed. Work as a "team-member" and establish good working relationships.

**Quality Management** - Looks for ways to improve and promote quality work; Demonstrates accuracy and thoroughness; Applies feedback to improve performance; Monitors own work to ensure quality.

**Ethics** - Treats people with respect; even when under pressure; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values.

**Organizational Support** - Follows policies and procedures; Supports organization's goals and values; Comply with all lawful rules, policies, regulations and procedures whether in agreement or not. Displays loyalty and commitment to Agency at all times.

**Judgment** - Able to define problems, collect data, establish facts, and draw valid conclusions; Deal with abstract situations and apply common sense solutions; Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decisions-making process; Makes timely decisions; Exercise good judgment and makes sound decisions. Able to utilize the "MACC Empowerment Model" in decision making situations.

**Professionalism** - Approaches others in a tactful manner; reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments; Maintain Multi Agency Communications Center high standards for professionalism even in the absence of reciprocal behavior.

**Quantity** - Meets productivity standards; Completes work in a timely manner; Strives to increase productivity; Works quickly.

**Safety and Security** - Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses equipment and materials properly.

**Adaptability** - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.

**Attendance/Punctuality** - Regular and consistent attendance is a condition of employment; Able and willing to work any day of the week, weekends, and /or holidays; Able and willing to work any shift (days, swing, graveyard, or other variation) and to change work hours when required; Able and willing to attend mandatory training and meetings after normal work hours; Maintains regular and predictable attendance; Arrives at meetings and appointments on time.

**Dependability** - Follows managements direction; Completes tasks in a timely manner; Takes responsibility for own actions; Keeps commitments; consistently able to get to work at odd times, (days, evenings, nights, weekends, holidays)

**Initiative** - Undertakes self-development activities; Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for and offers help when needed.

**Innovation** - Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas; Presents ideas and information in a manner that gets others' attention; Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence; Takes calculated risks to accomplish goals.

#### **Other Knowledge, Skills, and Abilities**

- Work multiple time sensitive tasks and issues in response to visual and sound stimuli with a high degree of accuracy
- Knowledge of the geography of all agencies served including the location of streets, important structures and landmarks
- Ability to report/stay for additional hours before or after normal work shift if mandated or requested
- Ability to get to work at odd times: days, evenings, nights, weekends, holidays

#### **QUALIFICATIONS, EDUCATION AND EXPERIENCE:**

High School diploma or equivalent. Prefer experience receiving, evaluating, transmitting and monitoring emergency requests via telephone and/or radio for police, fire and medical services, **OR** experience in a customer service position demonstrating extensive telephone or personal contact with the public **OR** any combination of experience and/or training which demonstrates the applicant's ability to perform the essential functions of this position and comply with skills, abilities, licenses, certifications, documentation and work environment requirements listed below. Must be able to pass entry-level testing such as a typing test, call center data entry and listening critical skills tests. We do not require prior experience or training.

#### **Work Environment/Conditions**

While performing the duties of this job, the employee is regularly required to use hand to finger, handle, or feel. Approximately 90% of duties performed can be in a seated or standing position and are in a secure Communications Center. There is limited opportunity for physical movement. The employee must reach with hands and arms and talk and hear. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision and ability to adjust focus. Individuals must sit while observing a computer display screen under low lighting conditions for long, uninterrupted periods of time.

Individuals must be free from physical impairments that with or without reasonable accommodation would interrupt continuous performance of a shift lasting from a minimum of eight hours.

Work up to twelve (12) hours or longer at a time while continuously wearing a communications headset that will cover one ear or fit within the ear canal of one ear, and be able to still hear and understand other outside sound sources not coming to the ear piece.

Must be prepared to stay in the Center the full shift. Uninterrupted lunch and other breaks are not guaranteed.

Must be able to work shift work encompassing a 24 hour day, seven day week; inclusive of days, evenings, nights, weekends and holidays.

Employees are subject to short notice "call back". Employees must have a telephone line for 24 hour availability.

Work is performed in a confined environment under high stress and plays a critical role in Public Safety delivery. Must take information from callers who may be excited, abusive, foul mouthed, incoherent, drunk or hysterical.

#### **Other Qualifications**

Proof of eligibility to work in the United States of America.

Must be able to successfully satisfy a thorough personal history background check, which will include a criminal history check and driving record check.

A polygraph examination may also be required.

#### **Certificates, Licenses, Registrations**

Valid Washington State Driver's license required with proof of automobile insurance,

Must be able to obtain Washington State Telecommunicator I & II, IV Certification, APCO or equivalent recognized Telecommunicator certification.

Must be able to pass NAED Priority Dispatching training and hold NAED certification

Must be able to obtain WA State ACCESS certification within 6 months of hire.

*The duties and responsibilities included in this job description are not intended to be all inclusive. The Dispatcher will be expected to perform other reasonable job related duties, as assigned. The Multi Agency Communications Center reserves the right to revise or change the job duties and responsibilities included herein at any time upon written notice to employees. This job description does not constitute a written or implied contract of employment.*