



CITY OF GRANTS PASS, OREGON CLASS SPECIFICATION

LEAD DISPATCHER

FLSA Status : Non-Exempt
Bargaining Unit : GPPA
Salary Grade : Lead Dispatcher

CLASS SUMMARY:

The Lead Dispatcher is the sixth of a seven level series in the Public Safety Non-Sworn Support class. Incumbents are responsible for answering emergency and non-emergency telephone calls and directing appropriate and timely resources. Responsibilities include prioritizing the calls, tracking unit status, and dispatching emergency personnel to crime scenes and calls for service. Incumbents handle operational issues in the communications center for an assigned shift, and may act in the stead of the Civilian Public Safety Supervisor.

The Lead Dispatcher works under the supervision of a Civilian Public Safety Supervisor and is directed by the shift Police Sergeant in charge concerning field activities.

CORE COMPETENCIES:

- ***Integrity/Accountability:*** Conducts oneself in a manner that is ethical, trustworthy and professional; demonstrates transparency with honest, responsive communication; behaves in a manner that supports the needs of Council, the citizens and co-workers; and conducts oneself in manner that supports the vision and goals of the organization taking pride in being engaged in the community.
 - ***Vision:*** Actively seeks to discover and create ways of doing things better using resources and skills in an imaginative and innovative manner; encourages others to find solutions and contributes, regardless of responsibilities, to achieve a common goal; and listens and is receptive to different ideas and opinions while solving problems.
 - ***Leadership/United:*** Focuses on outstanding results of the betterment of the individual, the organization and the community; consistently seeks opportunities for coordination and collaboration, working together as a team; displays an ability to adjust as needed to accomplish the common goal and offers praise when a job is done well.
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ESSENTIAL CLASS DUTIES: These duties are a representative sample; position assignments may vary.

- Performs duties as described in Public Safety Dispatcher job description.
- Assists in evaluating performance of Records/Communications Staff by providing input to the evaluating supervisor
- Makes decisions as to correct action to be taken when unusual circumstances arise in the communications center.
- Performs first line troubleshooting of equipment problems in the communications center, calls appropriate repair technicians.

*Employees of the City of Grants Pass uphold the values of
Integrity, Vision, Accountability, Leadership, United and Excellence in our service to our community.*

- Manages emergency staffing issues in the communications center.
 - Makes budgetary and process efficiency recommendations to the Records/Communications Supervisor.
 - Performs other duties as assigned.
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Training and Experience (positions in this class require):

A High School Diploma or GED and one year of customer service experience, including the use of computers, is required; public safety experience is preferred; or an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

Licensing Requirements (positions in this class require):

- Oregon Driver's License - Class C
 - Law Enforcement Data System Certificate
 - First Aid Certificate
 - Basic Telecommunications Certificate
 - Emergency Medical Dispatch Certificate
 - Certification of 40 words per minute with a minimum 95% accuracy keyboarding skills
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Knowledge (positions in this class require):

Knowledge of:

- Police procedures and records management;
 - Police and criminal justice related software programs;
 - Personal computers and related software programs;
 - Emergency and non-emergency call-taking techniques;
 - Radio operations and 9-1-1 telephone system operations;
 - Computer Aided Dispatch system;
 - Applicable City policies and ordinances; and,
 - Applicable Federal, State, and local laws, rules and regulations.
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Skills (positions in this class require):

Skill in:

- Providing professional and courteous customer service with a broad spectrum of personalities;
 - Multi-tasking;
 - Communicating orally and in writing;
 - Maintaining composure under conditions that require immediate and accurate actions;
 - Receiving and executing complex oral and written instructions;
 - Data entry/keyboarding;
 - Records initiation and management;
 - Using a computer and related software applications;
 - Listening;
 - Communication, interpersonal skills as applied to interaction with coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to receive work direction.
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Physical Requirements:

Positions in this class typically require: grasping, fingering, feeling, talking, hearing, seeing, repetitive motions, standing, walking.

Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

Positions in this class require regular attendance and punctual employee presence. Incumbents work rotating shifts and may be required to work overtime and respond to callback.

Note:

The above job description is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department. When job duties and responsibilities change and develop, this job description will be reviewed and is subject to change based on business needs of the City.

Must be able to pass a thorough background investigation, psychological screening, drug test, and meet DPSST minimum required standards (OAR 259-008-0011).

Classification History:

Adopted by Council July 2, 2008, Resolution No. 5379
Revised June 10, 2014; September 22, 2016; June 22, 2018