



ESSENTIAL FUNCTIONS FOR PUBLIC SAFETY DISPATCHER

In accordance with the Americans with Disabilities Act (ADA), the following list of essential functions is established as criteria for qualification to receive conditional offers of employment as a public safety dispatcher with the St. Louis County Police Department.

SUMMARY AND DEFINITION: An employee in this job class is responsible for performing work of marked difficulty processing emergency and non-emergency calls received via radio and telephone. Work is performed under general supervision of a commissioned police sergeant or watch supervisor. Work involves the dispatching of police units and other emergency units by radio in response to requests for service according to predetermined priorities, providing confidential criminal history data through a computer system, maintaining status and location of mobile units through the Gavlin System, answering and routing emergency telephone calls, and responding to inquiries and complaints on non-emergency telephone lines. Work is reviewed for timeliness of response, appropriateness of response and adherence to established procedures and priorities.

I. DUTIES AND RESPONSIBILITIES

A. General

- Dispatches police mobile units by radio in response to requests for services according to established priorities and procedures.
- Dispatches emergency and life saving equipment as needed throughout St. Louis County.
- Provides radio service to all mobile units.
- Provides criminal history information, vehicle information and drivers license information.
- Maintains location and status of all mobile units through the use of computer aided dispatch terminals and the Gavlin System.
- Activates the outdoor emergency siren warning system to notify the public of emergency weather information.
- Answers emergency telephone lines and obtains detailed information necessary to dispatch proper emergency assistance.
- Answers non-emergency telephone lines and responds to inquiries from citizens and agencies as well as members of the Department.
- Performs related work as required.
- Attends training as assigned.

B. Knowledge, Skills and Abilities

- Considerable knowledge of the operating rules, regulations and procedures of the Department;
- Knowledge of the geography of St. Louis County;
- Knowledge of accepted standards, practices and procedures used in the operation of a radio transmitter-receiver;
- Knowledge of computer aided dispatch terminals;
- Knowledge of the scope and purpose of related governmental and non-governmental agencies in the area;
- Knowledge of the operation of on-line computer system;
- Considerable skill in receiving and relaying information through on-line computer system;
- Considerable skill in communicating effectively with persons in difficult, life threatening and other emergency situations;
- Skill in interpreting and analyzing requests for police and emergency services;
- Skill in assigning appropriate priority codes to requests for police and emergency services;

- Skill in understanding and following detailed oral and written instructions;
- Some skill in maintaining simple clerical records;
- Ability to establish and maintain effective working relationships with co-workers, agency representatives and the general public;
- Ability to function effectively in a routinely stressful environment;
- Ability to listen, see, read, write, type and speak the English language;
- Ability to speak and respond instantly to emerging situations;
- Ability to type 35 words per minute with no more than five (5) errors;
- Ability to discern colors;
- Ability to spell correctly.

II. WORK CHARACTERISTICS/CONDITIONS

A. Scheduling

Public Safety Dispatcher positions involve regular and irregular shift work and shift rotations necessary to provide emergency and non-emergency dispatching services 24 hours a day, 7 days a week, 52 weeks a year (weekends and holidays included). Work shifts are normally eight (8) hours in duration but may be extended in the event of emergency, disaster, manpower shortage, workload or work-in-progress. High percentage of attendance, on-time arrival to work and ability to work overtime when necessary are required.

B. Environmental Factors

Public Safety Dispatcher positions involve exposure to computer screens in a temperature controlled emergency communications center.

III. PHYSICAL ABILITIES

A. Motor Skills/Flexibility

The public safety dispatcher position requires the employee to have and maintain the physical and mental ability needed to:

- See, read and understand policy and procedure manuals, reports, memorandums, other written materials and maps;
- Input information into computer through use of a keyboard;
- React and move rapidly from a sedentary to active condition in response to environmental or duty-related situations or events;
- Hear spoken or recorded information;
- Speak in a clear, concise, audible manner;
- Frequently assume a variety of bodily positions and postures for long periods of time to include: sitting, standing, bending, reaching, leaning, pushing, pulling, grasping, turning, twisting, lifting and the wearing of headsets;
- Operate all equipment, such as telephones, radios, audio/visual devices, computer or workstation keyboards, mouse, paging system, emergency siren warning system and emergency radio warning system;
- Perform required duties for extended periods of time, to include time worked in excess of the normal daily duty shift and rotating shift work;
- Remember strings of letters, names, numbers, locations, codes and acronyms;
- Instantaneous visual recognition of Computer Aided Dispatch screen changes and alerts;
- Read and discern colors as they are displayed on computer monitors;
- Hear radio traffic, ringing telephones and audible alarms while speaking on the radio or telephone;
- Perform repetitive motions;
- Manipulate feet to activate radio equipment;

- Operate a motor vehicle in a safe and prudent manner (possess a valid state operator's license and have five (5) or less chargeable points;
- Recognize/relate sound to situations based on frequencies or voice inflection within the normal range of human hearing;
- Employ the normal senses of touch and smell, to include sight.

B. Communicative Skills

The public safety dispatcher position further requires the employee to have and maintain the physical and mental condition needed to:

- Listen, understand, summarize, convey and retain basic instructions and detailed information;
- Speak, read and write the English language in a clear, understandable fashion, using good diction and appropriate grammar;
- Type and verbally provide accurate information;
- Reasonably identify and display basic non-verbal communications (body language);
- Effectively relate to or communicate with a variety of personality types during interpersonal telephone and radio contacts.

C. Judgment/Decision Making Ability

The public safety dispatcher position requires the employee to have the ability to:

- Determine and evaluate both emergency and non-emergency situations and make decisions under pressure or stressful conditions;
- Have good problem solving skills;
- Comprehend and implement verbal and written instructions;
- Not share sensitive or confidential information with unauthorized persons;
- Apply reasoning skills when confronted with circumstances requiring discretionary decisions;
- Adjust rapidly to changing priorities and situations;
- Apply policies, procedures and instruction or training to actual incidents/situations;
- Handle situations courteously, firmly, tactfully and impartially;
- Retain and retrieve information furnished in the form of policies, verbal reports, training keys, etc;
- Be capable of receiving and giving instructions.

D. Emotional Psychological Stability

The public safety dispatcher position requires the employee to have the emotional and psychological stability required to:

- Establish and maintain effective working relationships with supervisors, co-workers, employees of other public safety and emergency organizations and the public;
- Cope with and perform day-to-day duties under the principles of discipline;
- Maintain self-control when receiving constructive criticism and/or being ridiculed;
- Continue performing all required tasks at a professional level when faced with unpleasant circumstances;
- Perform public safety dispatcher duties without dependence on alcohol/narcotics.