



## **JOB FAMILY CONCEPT**

This family consists of four levels of emergency dispatcher work. Levels are distinguished based on the complexity of the work, level of supervision received, and the degree of autonomy. This job family is distinguished from other job families by the primary responsibility for providing emergency dispatching services for police, fire and emergency medicine.

This family provides expertise and guidance in several areas including:

- Police dispatching
- Firefighter dispatching
- EMS dispatching
- Monitoring fire, building and intruder alarms
- Accessing specialized computer systems

## **TYPICAL FUNCTIONS**

***The typical functions listed are typical examples of work performed by positions in this job classification. Not all functions assigned to every position are included, nor is it expected that all positions will be assigned every typical function.***

- Answer emergency and non-emergency calls, evaluate information received, prioritize situation, anticipate potential dangers and determine appropriate resources to send to situation
- Answer 911 calls and determine appropriate resources to send (e.g. police, fire, ambulance) to situation
- Provide appropriate emergency assistance to victims prior to arrival of emergency personnel
- Monitor and utilize multiple radio frequencies
- Maintain constant communication with emergency personnel to assure best possible outcome of situation
- Monitor activities of, and maintain contact with police officers to ensure welfare and be able to dispatch additional emergency aid if necessary
- Communicate information regarding emergency situation and obtain assistance from additional emergency agencies as necessary
- Process police reports and prepare paperwork for outside agencies
- Access state and federal criminal information systems for basic person information, vehicle data, and criminal data/information (e.g. APSIN, NCIC)
- Enter and update data to specialized computer systems
- Ensure data has been entered accurately
- Extract data and statistics from data systems for accountability and financial uses
- Provide first line support for citizens with regard to questions and direction
- Maintain confidentiality of records and situations



- Monitor fire, building and intruder alarm systems, reset alarm panels and dispatch appropriate resources as necessary
- Dispatch after hours facilities services personnel as necessary
- Enter incident logs and service requests into specialized computer system
- Participate in training students and new emergency dispatchers
- Evaluate requests for confidential information and prepare documents to comply with these requests as appropriate
- Monitor and authorize the receipt and dissemination of confidential information
- Evaluate performance of emergency dispatchers
- Initiate and monitor remedial training as necessary
- Develop and implement policies and procedures and maintain operations manuals
- Operate as a Terminal Security Officer of specialized computer systems and certify and train emergency dispatchers to use these systems
- Initiate purchases for office equipment

### **LEVELS AND COMPETENCIES**

The primary distinction between levels is reflected in the Level Descriptors. As levels increase, scope, complexity and degree of independence increase. Higher levels may perform duties of lower levels. Education and experience are stated at the minimum threshold for the level. Additional education or experience may be desirable for some positions.

**Level 1**  
**PCLS: 04401**

**Grade 76**  
**Non-Exempt**

#### ***Descriptors***

Work is performed under general supervision. Monitor and respond to phone lines and radio traffic for campus personnel (e.g. police, parking services, shuttle bus driver, facilities services personnel, and sports center personnel). Gather information and evaluate situation to determine course of action and to dispatch appropriate resources. Utilize state and federal specialized computer systems to access information on basic person information, vehicle information, criminal history and case involvement. Monitor, coordinate and dispatch or contact appropriate responders to activated alarms. Process police reports, maintain call logs, and enter data into specialized computer systems. Dispatch after hours calls for facilities services.

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

Knowledge of dispatching techniques and protocol. Knowledge of federal, state and local statutes, jurisdictions and responsibilities. Computer skills. Excellent communication skills. Customer service skills. Ability to receive, interpret and process information. Ability to interpret federal, state and local policies, procedures, and processes. Ability to evaluate and prioritize information in emergency and non-emergency situations under stressful conditions. Ability to effectively multi-task. Ability to respond appropriately to emergency situations. Ability to perform shift work.



***Education and Experience***

High school graduation and six months relevant dispatching experience, or an equivalent combination of training and experience. Requires appropriate security clearance and certifications (e.g. APSIN, NCIC, NLETS) or the ability to obtain security clearance and certifications after training period.

**Level 2**  
**PCLS: 04402**

**Grade 77**  
**Non-Exempt**

***Descriptors***

Work is performed under intermittent supervision. Respond to and initialize appropriate response to emergency situations (e.g. police, fire, medical) on campus and in surrounding community. Receive and respond to 911 calls from surrounding community area. Determine appropriate response level and resources to be sent dependent upon type of incident. Communicate instructions for providing emergency assistance to victims prior to arrival of emergency personnel (e.g. CPR). Utilize state and federal specialized computer systems to access information on basic person information, vehicle information, criminal history and case involvement. Monitor, coordinate and dispatch appropriate responders to fire and intruder alarm systems. Process police and fire reports, maintain call logs, and enter data into specialized computer systems. Dispatch after hours calls for facilities services.

***Knowledge, Skills, and Abilities***

Same as level one, plus: Knowledge of fire and emergency medical dispatching. Ability to respond to 911 calls. Ability to communicate instructions for providing emergency assistance to victims prior to emergency response personnel arrival (e.g. CPR).

***Education and Experience***

High school graduation and one year relevant dispatching experience, or an equivalent combination of training and experience. Requires appropriate security clearance and certifications (e.g. Emergency Medical Dispatcher, APSIN, NCIC, NLETS) or the ability to obtain security clearance and certifications after training period.

**Level 3**  
**PCLS: 04403**

**Grade 78**  
**Non-Exempt**

***Descriptors***

Work is performed under administrative supervision. Lead\*\* employees and operations of an emergency dispatch center that are small in scope\* and/or serve as an expert resource for an advanced area of specialization or function (e.g. Training, Terminal Security Officer). Review and ensure reports, data and documents are completed accurately. Serve as emergency dispatcher performing all functions of lower level employees. May prepare budget projections, reports and documents for management reporting purposes.



***Knowledge, Skills, and Abilities***

Same as level two, plus: Extensive knowledge of 24 hour operations to ensure appropriate scheduling and coverage. Knowledge of specialized functional area (e.g. Training, Terminal Security Officer). Ability to lead\*\*. Ability to understand budget processes to perform general budgeting responsibilities. Ability to develop and interpret policies and procedures. Ability to review reports, data and documents to ensure compliance. Ability to prepare information for reporting purposes. Ability to perform duties in emergency call back situations as necessary.

***Education and Experience***

High school graduation and four years relevant dispatching experience, one year of this experience in a supervisory or lead role, or an equivalent combination of training and experience. Requires appropriate security clearance and certifications (e.g. Emergency Medical Dispatcher, APSIN, NCIC, NLETS) or the ability to obtain security clearance and certifications after training period.

**Level 4**  
**PCLS: 04404**

**Grade 79**  
**Non-Exempt**

***Descriptors***

Work is performed under administrative supervision. Lead\* employees and operations of an emergency dispatch center that are large in scope\* AND complexity\*. Accountable for and authorized to manage operations of a community-wide emergency dispatch center. Participate in long-term and strategic planning that provides direction for center. Review and ensure reports, data and documents are completed accurately. Prepare budget projections, reports and documents for management reporting purposes. Serve as emergency dispatcher performing all functions of lower level employees.

***Knowledge, Skills, and Abilities***

Same as level three, plus: Knowledge of operations of a dispatch center that is large in scope\* and complexity\*. Ability to participate in long-term and strategic planning.

***Education and Experience***

High school graduation and five years relevant dispatching experience, two years of this experience in a supervisory or lead role, or an equivalent combination of training and experience. Appropriate security clearance and certifications (e.g. Emergency Medical Dispatcher, APSIN, NCIC, NLETS) required, or the ability to obtain security clearance and certifications after training period required.



- \* **Complexity:** Refers to the interpretation of University regulations, federal, state, and local statutes and laws. Positions typically work with multiple types of emergency situations, departments and constituencies. Complexity increases as positions more frequently work with each of these entities. Complexity also increases as the type of emergency situation becomes more diverse and requires advanced training and sensitivity. Complex positions more frequently respond to multiple and sometimes conflicting situations at one time.
- \* **Scope:** Refers to the diversity of services provided (e.g. fire, police, and emergency medicine) and the impact on the campus and surrounding community.
- \*\* **Lead:** Provide day-to-day guidance, training and direction for staff in addition to other duties. Regularly assign and review work. Individual must be fluent in assigned area of responsibility.
- \*\* **Supervise:** Hire, train, evaluate performance and initiate corrective action.

[July 2009 revisions included formatting document for consistency.]