LEAD COMMUNICATIONS DISPATCHER

Department:	Police	**Classification/Grade:**	17
Division:	Communications	**FLSA Status:**	Non-Exempt
Reports to:	Deputy Police Chief	**Safety Sensitive:**	Yes
		Bargaining Unit:	Teamsters Local 14
		Date Approved:	2004

Job descriptions/specifications are only intended to present a descriptive summary of the range of duties, tasks, and responsibilities associated with a specified position. Therefore, descriptions/specifications may not include all duties performed by the individual. In addition, descriptions/specifications are intended to outline the minimum qualifications necessary for entry into the position/class and do not necessarily convey the qualifications of incumbents within the position/class.

DEFINITION

Actively support and uphold the stated mission and values of the City of Mesquite and the Police Department. Perform a variety of duties involved in the operation of the emergency services systems and various communication devices to receive, route, relay and dispatch calls for emergency and non-emergency law enforcement, ambulance, fire and other services.

ESSENTIAL JOB FUNCTIONS AND RESPONSIBILITIES

(Essential functions are those functions that the individual who holds the position must be able to perform unaided or with the assistance of reasonable accommodation.)

1. Serve as a representative of the City of Mesquite, demonstrating a positive attitude and progressive actions through the display of professionalism, courtesy, and appropriate tact and discretion in all interactions with other employees and with the public.
2. Act as a first-line supervisor over the Communications Dispatcher assigned to the Mesquite Police Department and ensure the Communications Dispatcher's activities are conducted in conformance with department rules and regulations.
3. Responsible for the operations of the Mesquite Police Department Communications Center.
4. Duties as performed by a Communications Dispatcher.
5. Answer routine questions of the Communications Dispatchers.
6. Interact with public and other agencies at local, state and federal levels.
7. Provide general information to the public; refer calls to appropriate agencies; calm angered, distraught, or frightened callers; maintain calm in radio transmissions during hectic, tense, and dangerous situations.
8. Test and inspect equipment as required and appropriately report problems.
9. Assist with the preparation and maintenance of Policy and Procedures manuals and other training materials.
10. Recommend goals and objectives.
11. Be dependable and meet acceptable attendance requirements at all times.
12. Follow all applicable safety rules and regulations.

OTHER JOB FUNCTIONS

A. Protect confidential information by preventing unauthorized release, both verbal and/or writing.
B. Perform other related duties as assigned.

QUALIFICATIONS

The degree of knowledge and ability as outlined under this section is that which is necessary to satisfactory perform the essential functions of this position.

Knowledge of:

- Police department function.
- Modern office procedures, methods and computer equipment, programs, application and uses.
- Department policies and procedures.
- Good communication and public relations skills.
- Inter-agency cooperation.
- Business communications skills.
- Federal, state, county, and City laws, regulations, and ordinances.
- Good public relations skills.

Ability to:

- Type at a speed necessary for successful job performance.
- Communicate effectively both verbally and in writing.
- Use basic computer skills.
- Apply knowledge and reasoning to make prompt and effective decisions quickly in both routine and non-routine situations.
- Interact effectively and sensitively with individuals from diverse backgrounds.
- Utilize effective time management and goal setting skills.
- Perform multiple tasks against strict deadlines.
- Prioritize tasks.
- Analyze a situation and make sound recommendations and decisions.
- Work independently on assigned projects involving research and data collection.
- Interact with employees based on law enforcement practices and procedures.
- Stay calm in emergency situations and handle stress.

RESIDENCY REQUIREMENTS: Every person first employed by the City of Mesquite on or after March 2014, shall be a resident of the City of Mesquite, and shall not cease to be a resident of the City of Mesquite during his/her employment by the City.

Experience, Education and Training:

Any equivalent combination of training, education and experience which provides the individual with the required knowledge, skills, and abilities to perform the job. A typical way to obtain the required knowledge and abilities would be:

Education:	High School Diploma or G.E.D. Associates degree from an accredited college or university preferred.
Experience:	Two years experience involving public contact and problem solving. Spillman computer software preferred.
Training:	Speak and write Spanish fluently preferred.
License or Certificate:	First Aid and CPR Certification. Terminal Agency Coordinator and Assistant Terminal Agency Coordinator awarded by the State of Nevada. Must posses Emergency Medical Dispatch certification through Priority Dispatch and continuously throughout employment, must obtain Communication Training Officer Certification within six (6) months of promotion and possess a valid driver's license.

WORKING CONDITIONS

Work is performed under the following conditions:

Physical Requirements

Duties require sufficient mobility to work in a typical office setting and use standard office equipment, including a computer; sustained posture in a seated position for prolonged periods of time; frequent standing, stooping, twisting, bending, kneeling, and reaching; vision to read printed materials and a VDT screen, and hearing and speech to communicate in person or over the telephone. Must be able to handle stressful situations. Great mental ability is required daily. Must carry/lift/push or pull loads of up to 25lbs.

Job Hazards/Risk Factors:

Employee may risk physical hazard from angry, unstable, violent and highly volatile prisoners and citizens and from weapons; exposure to communicable diseases, hazardous materials and body fluids. Risk of civil litigation due to performance of duties.

Position is considered safety sensitive and is subject to drug testing.

The City of Mesquite is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodation to qualified individuals. The City of Mesquite encourages both incumbents and individuals who have been offered employment to discuss potential accommodations with the employer.

Revised and approved April 2004
November 2011
August 2012 (Residency) ~Dec12 (experience)
April 2013 (Safety Sensitive)
March 2014 (Residency)
February 2015 (Reports to)