



Job Specification

Job Title: Public Safety Dispatcher III
BCAT Code: 510X DE
Pay Grade: G11

Effective Date: April 1, 2007
Revision Date: February 1, 2007
FLSA Status: Non-Exempt

General Description

Performs advanced level work in the police communication center. Assists with training new hire trainee curriculums and provides assistance to the Communications Supervisor. Work involves contact with all public safety officers/administrative personnel, and involves following standard policies and procedures with a high level of independence in determining the nature, and handling of emergency calls.

Examples of Duties

- Creates and maintains various administrative reports, logs, and forms of all calls, reports, or complaints according to standard police procedures.
- Maintains logs, written and computerized via CAD (Computer Aided Dispatch System).
- Answers the emergency and non-emergency phones and radios in the police communications center.
- Dispatches police officers via police radio as report or complaint indicates.
- Dispatches appropriate personnel for reports of incidents or complaints and/or route the information to appropriate agencies.
- Receives incoming telephone calls from callers seeking general information about school closures, department hours, etc. and makes the appropriate referral.
- Enters and receives data from NCIC/GCIC computer network.
- Assists with new hire training program, GCIC workbook certification program, and In-Service Refresher Training classes.
- Assists with monthly unit reports, monitoring dispatchers for quality customer service calls, GCIC Validation Monthly Reports, and monthly employee schedules.
- Performs other related duties as assigned.

Knowledge, Skills and Abilities

- Knowledge of GSU campus.
- Knowledge of police dispatch procedures and functions of a police department.
- Ability to communicate effectively verbally and in writing.
- Ability to work under stress situations.
- Ability to work independently, and perform assignments through oral and written instructions, and/or specific policies and procedures.
- Ability to deal professionally and courteously with the public and police personnel over the phone and police two-way radio.

Minimum GSU Hiring Standards

High school diploma or GED and two years dispatcher experience, no felony convictions. Must be able to pass a thorough background investigation and take a pre-employment drug screen.

The above is a general description of duties performed by employees holding this job title and does not represent a complete list of duties that may be assigned to an employee.