

CITY OF FORT WAYNE JOB POSTING

Applicants and Employees must meet duties/essential functions and minimum requirements.

Job Vacancy:	911 Entry Level Dispatcher	Department:	Consolidated Communications Partnership
Requisition Number:	2023201		
Hours:	A-shift: 7:00 a.m.-3:00 p.m. B-shift: 3:00 p.m. – 11:00 p.m. C-shift: 11:00 p.m. – 7:00 a.m.	Rate of Pay:	\$22.0001 - \$29.9253 per hour
Date Posted Up:	5/25/2023	Date Posted Down:	Until Filled
Time Up:	9:00 a.m.	Time Down:	

Currently, there are four levels of proficiencies 911 staff performs at. They are:

1. **Entry Level Dispatcher.** All new employees will start at this level. You will start in a classroom setting. During this time dispatchers will focus on learning and becoming proficient in duties associated with taking 9-1-1 and non-emergency calls. The next phase of the entry level dispatcher is the on-the-job training where the dispatcher will be assigned a trainer on one of the 3 shifts and will be evaluated on their individual progression.
2. **Dispatcher I.** A dispatcher who has met the training standards and has completed all necessary requirements of an entry level dispatcher, may begin training to become proficient in call taking as well as select police or fire radio channels. Dispatchers who satisfactorily acquire these competencies may be promoted to the Dispatcher I level.
3. **Dispatcher II** A dispatcher who has met the training standards and has completed all necessary requirements, of a Dispatcher I, may begin training to become proficient in additional areas not covered in the Dispatcher I duties. Dispatchers who satisfactorily acquire these competencies may be promoted to the Dispatcher II level.
4. **Dispatcher III** A dispatcher who has met the training standards and has completed all necessary requirements of a Dispatcher II may begin training to become proficient in all areas. Dispatchers who satisfactorily acquire these competencies may be promoted to the Dispatcher III level. This classification is for an employee who has maximized their training and is showing proficiency in ALL dispatch disciplines.

SUMMARY

Under the direction of the Shift Supervisor, the incumbent plays a critical role in emergency responses in Fort Wayne and Allen County. The incumbent performs emergency and non-emergency radio dispatching, including operating a 911 primary public safety answering point, which includes receiving and acting upon 911 emergency calls. The incumbent also works the police and/or fire department radio talk group and is responsible for providing driver’s license checks and warrant checks, as well as performing call backs for officers. This position is covered under the Consolidated Communications Partnership Employee Handbook. The incumbent is expected to exercise good judgment, independence, initiative, and professional expertise in conducting day-to-day operations. All work duties and activities must be performed in accordance with the City safety rules and operating regulations, policies and procedures as well as federal, state, and local regulations.

ESSENTIAL DUTIES AND RESPONSIBILITIES NEW HIRES WILL BE TRAINED TO PERFORM.

- The ability to interact with the public, City incumbents, and outside agencies with patience, tact, respect, and professionalism.
- Answers 911 and non-emergency calls for service.
- Dispatches Police, Fire & EMS in Fort Wayne and Allen County.
- Gathers, analyzes, and reports critical information during stressful situations.
- Listening skills, to follow departmental policies and procedures, extracts pertinent facts, offers calm assurance to distraught, excited or angry callers.
- Speak clearly in a calm or assertive, commanding voice, as appropriate.
- Work in a high stress environment and makes decisions involving life and death situations;
- Evaluate emergencies and extracts appropriate information from callers quickly in order to dispatch appropriate assistance in the shortest amount of time;
- Respond to telephone and personal inquiries for general information;
- Ensure the appropriate notification of City administrative staff of major police or fire activities, and events drawing news media attention, equipment failure, or other significant incidents;
- Maintain appropriate documentation of calls for service, officer patrol activity, and other information;
- Work with confidential records in National Crime Information Center (NCIC), Indiana Data and Communications System (IDACS) and Spillman database;

MARGINAL FUNCTIONS

Performs other duties as assigned.

PERFORMANCE EXPECTATIONS

The incumbent is responsible to manage their performance in accordance with this job description and the performance expectations provided to them by management. If at any time the incumbent is unsure of their role or specific responsibilities, it is the incumbent's responsibility to refer to their job description and ask for clarification from their supervisor. Management will work with the incumbent, as needed, to ensure performance expectations are clearly communicated and performance goals are achieved.

SUPERVISORY RESPONSIBILITIES

This position has no supervisory responsibilities.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE

High School Diploma or GED; or one to three months related experience and/or training; or equivalent combination of education and experience;

OTHER KNOWLEDGE, SKILLS and/or ABILITIES NEW HIRES WILL MUST POSSESS/AQUIRE

- Must pass keyboarding test with at least 45 WPM;
- Knowledge of and ability to make practical applications of the customary practices, procedures, rules and regulations of the CCP and to take authoritative action as situations demand;
- Practical knowledge of area law enforcement, EMS and fire demands, and ability to effectively receive and dispatch calls requiring emergency and informational assistance;
- Ability to effectively receive and dispatch calls requiring emergency and information assistance;
- Ability to use and maintain all assigned communications equipment;
- Knowledge of laws and regulations governing public safety communications;

- Knowledge of proper procedure for receipt of emergency calls and for dispatching proper personnel and equipment;
- Knowledge of the techniques of operating highly sensitive, technical radio transmitting equipment for a complex public safety communications system;
- Knowledge of and ability to read maps, use emergency code terminology and clearly and calmly respond during stressful situations;
- Knowledge of all streets and boundaries of the county and surrounding area;
- Ability to appropriately receive, maintain and log all radio traffic information;
- Ability to condense large amounts of information into coherent typed remarks, and to use and understand a variety of acronyms and codes;
- Ability to establish and maintain effective working relationships with staff, other public safety agencies and the general public;
- Ability to establish priorities and accomplish multiple tasks in a limited time;
- Ability to use computer, copier, typewriter, telephone and other standard office equipment.

LANGUAGE SKILLS

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

MATHEMATICAL SKILLS

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

REASONING ABILITY

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

CERTIFICATES, LICENSES, REGISTRATIONS

- Must be able to pass IDACS/NCIC screening, class and test, maintain certification, and recertify every two years;
- Valid Driver's License if City vehicle is used.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee is occasionally required to stand and walk. The employee must occasionally lift and/or move up to 10 pounds. Hearing: The candidate shall have normal hearing acuity. A baseline audiometric test will be obtained at the time of the successful candidate's post offer physical and yearly thereafter. Vision: the candidate shall possess normal color vision and visual functions, including near vision. Each eye must be free of any abnormal condition or disease, which might adversely affect performance of duty and there must be visual acuity in each eye corrected to no less than 20/30. Vision and hearing is required to perform essential job functions. The incumbent may be telephonically exposed to emotionally upset or argumentative individuals.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work is performed sitting in a closed environment subject to stress from tension and from receiving details of criminal acts of violence and emergency requests for assistance. Works various shifts (Day, Night, and Morning) as assigned, which may include weekends and holidays.

I agree that the contents of this job description are a fair and accurate representation of the duties of this position being described.

Applications may be submitted on-line at www.cityoffortwayne.org or using the City of Fort Wayne Human Resources Department computer kiosks located at Citizen's Square, 1st Floor, 200 E. Berry Street, Fort Wayne IN between the hours of 8:00 a.m. – 4:00 p.m. Applicants must be 18 years of age or older. Applicants must be 21 years of age or older to hold a CDL with the City of Fort Wayne. Reasonable accommodations for person with a known disabling condition will be considered in accordance with State and Federal Law.

(Those individuals who accept employment with the City and live outside one of the six contiguous Indiana counties that border Allen County (DeKalb, Whitley, Noble, Huntington, Wells, and Adams) will have six (6) months from their start date to become residents of either Allen County or one of the six counties listed above. Policy and Procedure Number 204 Page: 1 of 1)

Equal Opportunity Employer

All qualified applicants will receive consideration for employment without regards to age, race, color, religion, sex, disability, veteran's status, national origin, genetic information or sexual orientation. Reasonable accommodations for persons with a known disabling condition will be considered in accordance with State and Federal Law.