

CITY OF FORT WAYNE JOB POSTING

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

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| Job Vacancy: | Entry Level Dispatcher | Department: | Consolidated Communications Partnership |
| Requisition Number: | 2020072 | | |
| Hours: | Must be available to work any shift: 7:00 a.m. – 3:00 p.m., 3:00 p.m. – 11:00 p.m., 11:00 p.m. – 7:00 a.m., rotating shift, four days on two day off. This position requires mandatory overtime and the ability to be on-call. | Rate of Pay: | \$18.1575 - \$26.6059 per hour |
| Date Posted Up: | 1/3/2020 | Date Posted Down: | Until Filled |
| Time Up: | 1:00 p.m. | Time Down: | |

SUMMARY

Under the direction of the Sergeant, the Dispatcher 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 Dispatcher 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.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- Receives information via telephone, in person or over radio waves;
- Listens carefully, and follows departmental policies and procedures, extracts pertinent facts, offers calm assurance to distraught, excited or angry callers;
- Relays facts accurately, as quickly as possible, for appropriate action;
- Speaks clearly in a calm or assertive, commanding voice, as appropriate;
- Observes and accurately recalls names, numbers, incidents and places;
- Observes and recognizes unusual or dangerous situations or events;
- Learns quickly and retains knowledge of locations of roads, streets, businesses and industrial plants and public buildings within the community;
- Reads reports, memos, training material, and other pertinent information;
- Reads and understands written laws, and departmental rules, regulations and procedures;
- Works in a high stress environment and makes decisions involving life and death situations;
- Evaluates emergencies and extracts appropriate information from callers quickly in order to dispatch appropriate assistance in the shortest amount of time;
- Reviews calls for services to assist officers in monitoring criminal activity on patrol during dispatch shift;
- Screens and disburses calls as appropriate;
- Maintains mental and physical acuity, thinking clearly and acting quickly during stressful emergencies;
- Responds to telephone and personal inquiries for general information;
- Ensures 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;
- Balances duties among 911 dispatching, police dispatching, and fire dispatching;
- Maintains appropriate documentation of calls for service, officer patrol activity, and other information;

- Works with confidential records in National Crime Information Center (NCIC), Indiana Data and Communications System (IDACS) and Spillman database;
- Collects confidential citizen information in order to process calls for service in Spillman database;
- Enters Fort Wayne Police Department (FWPD), Fort Wayne Fire Department (FWFD), Allen County Police Department (ACPD), Allen County Fire Department (ACFD) runs into Spillman database;
- Submits to random drug tests as required.

MARGINAL FUNCTIONS

Performs other duties as assigned.

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;
- 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 communicate effectively and make split-decisions in high stress life and death situations;
- 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;
- Must pass keyboarding test with at least 45 WPM;
- 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.

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. 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.