

**CITY OF FORT WAYNE JOB POSTING**

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

Job Vacancy:	<b>Dispatcher – Public Safety Telecommunicator</b>	Department:	Consolidated Communications Partnership
Requisition Number:	2021090		
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:	\$18.7022 per hour
Date Posted Up:	2/17/2021	Date Posted Down:	Until Filled
Time Up:	11:00 a.m.	Time Down:	

**Dispatcher - Public Safety Telecommunicator**

**SUMMARY**

As a Public Safety Telecommunicator, you will play a critical role in emergency responses in Fort Wayne and Allen County. We cannot over-emphasize that this is not a clerical or administrative job. As a public safety professional, we will train and prepare you to perform duties of the position. Please see the job description below.

**Type of Schedule** - Currently, full-time employees work 4 eight-hour shifts each week with 2 days off. The eight-hour shift times are: A Shift - 7AM-3PM, B Shift - 3PM-11PM, and C Shift - 11PM to 7AM. There is a shift differential paid to employees who work B & C Shifts. Public Safety Telecommunicators in training will work primarily Monday thru Friday 7am – 3pm for approximately the first eight weeks. After that successful candidates will begin the 4/2 schedule with their trainer on their trainer’s assigned shift. You will always have co-workers around you plus a Shift Supervisor to answer any questions you have or assist you in any situation.

**Vacation requests (holidays, birthdays, etc.)** - Vacations days are granted based on staffing needs. Employees have the opportunity each year to submit a vacation bids for the year. The Supervisor responsible for handling the schedule will then attempt to cover those requests. All efforts to grant time off are made. Individual days can be submitted throughout the year and are granted as long as we have coverage

**Benefits of the schedule/job**

- Competitive Pay and benefits. Ability to earn increases.
- With the current 4/2 schedule, employees enjoy days off during the week to schedule appointments and activities while others are working.
- You get to enjoy weekends (Saturday and Sunday) off every six weeks.
- You are offered health, dental, vision, and life insurance.
- Activity in the 9-1-1 Center provides variety in the work environment.
- Comradery among personnel in the 9-1-1 Center and the agencies we serve.
- We have the unique opportunity to serve the public and make a difference in lives, one phone call at a time.
- All employees have access to the many services that EAP (Employee Assistance Program) offers.

**Negative aspects of the schedule/job**

- Serving the public is a privilege and to do so, we must be at the ready days, nights, weekends, and holidays.
- In order for you and your co-workers to get their much-deserved time off, you may be called in for mandatory shift coverage with little notice.

- Activity in the 9-1-1 Center can be busy and intense with periods of inactivity in-between.
- Calls received at the 9-1-1 Center can range from non-emergency-type to pretty serious-type natures. These uncertainties can sometimes cause increased levels of stress for employees.

**Command structure in the 9-1-1 Center** - A Director, 2 Deputy Directors, Administrative Assistant, Training Coordinator and 9 Shift Supervisors comprise the management staff of the CCP 9-1-1 Center. In addition, there are Communications Training Officers (CTOs), on each shift

**What happens if I am sick or have a family emergency?** You will notify the on-duty Shift Supervisor as soon as possible so that coverage may be obtained.

**Downtime** - Time between calls is used to work on assigned projects and review training material, policies and procedures. A large part of learning the job and culture of a 9-1-1 center is talking and exchanging experiences with your co-workers

## TRAINING

**Length of initial training** Classroom training for new hires takes approximately 8 weeks and dispatch floor training varies depending on the trainee. Key benchmarks must be met to continue through employment. Each new hire employee will be on a probationary period for at least six months.

**Training expectations** - During the classroom portion of the training process, you will receive a general orientation and training from various agency-specific manuals. During the dispatch floor training, you will be placed with a Communications Training Officer (CTO) who will assist you in putting your classroom training to use. This is the hands-on training where you will get to actually do the job of a Public Safety Telecommunicator. The CTO will complete and submit daily observation reports (DORs) about your progress.

**Skills** - You should have good listening skills, area knowledge and map skills, strong keyboard and computer skills, customer service oriented, multi-tasking abilities, flexible schedule to meet the needs of the 9-1-1 Center, dependability and promptness. You should be able to speak clearly and act quickly in emergencies, gather, organize, translate and process information from various emergency callers, draw reasonable and logical conclusions from information which may be disjointed, make decisions quickly and independently, follow established protocols, take direction, and take immediate action. You will also be required to take and pass a keyboarding test with at least 45 WPM.

## TELEPHONE CALLS

**How calls are received and processed** - Calls are received by people dialing or texting 9-1-1 on cellular phones or landlines. Occasionally calls are received on administrative lines or via radio. The call is then processed by a Public Safety Telecommunicator and entered into the CAD (Computer Aided Dispatch) system.

**Non-English speaking caller** - The 9-1-1 Center has access to interpreter services that assist with our translating needs.

**Multiple phone lines ringing at the same time** - Our telephone system will automatically give priority to the emergency 9-1-1 lines first and in the order of which they were dialed and will then answer administrative phone lines. It may be necessary for a call-taker to place a caller on hold to answer another emergency line and then determine which emergency has the highest priority for dispatch.

**Types of telephone calls** - You will be trained to answer many routine administrative calls. You will also answer 9-1-1 emergency calls ranging from life and property threats to minor medical issues. Most emergency calls are time sensitive where immediate action is required.

**Area served by the Fort Wayne / Allen County 9-1-1 Center** - The Consolidated Communications Partnership (CCP) serves all of Allen County and City of Fort Wayne for Police, Fire, and EMS.

**Work Environment** - The work environment is unique. You never know what your eight hour shift will bring you! You'll have an abundance of some of the latest technology at your fingertips to help locate and render assistance to people in need. There may be shifts with little activity yet others will be action packed and full of excitement. We are the link and the hub between citizens in need and the many resources we have available to us. We are Fort Wayne and Allen County's "first" First Responders!

## **Dispatcher - Public Safety Telecommunicator Job Description**

### **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** include the ability to interact with the public, City incumbents, and outside agencies with patience, tact, respect, and professionalism and the following. Other duties may be assigned.

- Answers 911 and non-emergency calls for service, dispatches Police and Fire for Fort Wayne and Allen County, and dispatches ambulances in Allen County;
- Gathers, analyzes, and reports critical information during life or death situations such as crimes in progress, medical emergencies, and fire/rescue incidents;
- 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;
- Administers care by providing pre-arrival medical instruction or directing callers through procedures such as CPR, while emergency medical services are enroute;
- 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;
- 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;
- 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.

### **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**

- 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 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;
- 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](http://www.cityoffortwayne.org) or using the City of Fort Wayne Human Resources Department computer kiosks located at Citizen's Square, 1<sup>st</sup> 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.  
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**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.