



# CITY OF FAIRBANKS

## JOB DESCRIPTION

JOB TITLE: Emergency Services Dispatcher  
CLASSIFICATION NO: 2103  
DEPARTMENT: Emergency Services Communications Center  
STATUS: Non-Exempt  
POSITION REPORTS TO: Emergency Services Director  
UNION: PSEA

### **JOB SUMMARY**

This position is that of a 9-1-1 Tele-communicator in a primary public safety answering point (PSAP) and dispatching of fire, law, and medical emergencies to responding agencies. This position is performed under both direct supervision and indirect supervision. The position is responsible for simultaneously operating a multi-channel radio console and a multi-line telephone, while maintaining computer aided dispatch systems and other computer applications. Responsible for receiving, coordinating and disseminating critical information from various sources and maintaining radio contact with field units to monitor response, progress and any needed support. This position works in the Fairbanks Emergency Communications Center located on the 2nd floor of the police station. The position is responsible for performing other duties as required.

### **ESSENTIAL JOB FUNCTIONS**

- 1) Answers, evaluates, and prioritizes incoming telephone calls; communicating effectively with various callers to obtain complete information to determine urgency and need for dispatching police, fire and/or medical response using a computer-aided dispatch (CAD) system, telephones, multi-channel radio, TDD (text telephone device for hearing/speech impaired), multiple computer databases and maps.
- 2) Simultaneously maintains close contact with field units, communicating with Emergency Medical Service (EMS), fire and law enforcement providers and the general public to obtain and disseminate information.
- 3) Inputs, updates, requests, transmits and queries information from a variety of sources to maintain current accurate records or to access databases for information, wants and warrant check, intelligence, and/or driver license and vehicle registration checks by typing on a computer keyboard.
- 4) Reads/interprets maps for the field personnel in order to assist in locating certain geographic areas using an Alaska State, city and borough maps by applying knowledge of the road system and geography to provide appropriate and timely assistance.

- 5) Completes arrest paperwork for the court system, citation entry and other paperwork duties that are assigned.
- 6) Provides back-up coverage for the Front Desk Call-taker in their absence.

The above examples are representative of assignments performed by this class and are not intended to be inclusive.

### **KNOWLEDGE, SKILLS AND ABILITIES**

These factors will be the basis for selecting those qualified candidates to be interviewed. Candidates hired must satisfactorily demonstrate these factors during a prescribed probationary period for continued employment:

- 1) Knowledge of business English, spelling, grammar, and punctuation required to compose and proofread written documents (e.g., memoranda, letters, reports, studies, manuals, training material, etc.) of moderate to complex difficulty on various subjects for various levels of leadership.
- 2) Communicate clearly, concisely, and effectively, both orally and in writing.
- 3) Operate a multi-channel radio with multiple frequencies, distinguishing and recognizing a variety of radio voice transmissions.
- 4) Ability to use computer/keyboard devices to retrieve and/or enter information.
- 5) Effective decision-making/problem-solving skills based on a limited amount of information in crisis or emergency situations.
- 6) Skilled use of modern office equipment (e.g. various keyboards, multi-line telephone systems, photo copiers, radio devices, FAX machines, shredders, etc.).
- 7) Recognize and monitor communications equipment problems, and notify appropriate personnel for repair.
- 8) Type at 50 net words per minute.
- 9) Operate computer-aided dispatch (CAD) equipment.
- 10) Establish, develop, and maintain courteous and effective working relationships.
- 11) Accept and apply constructive criticism and critiques.
- 12) Maintain emotional control and work effectively during emergencies, crisis situations or extremely stressful conditions.

- 13) Consistently speak in a clear, well-modulated voice.
- 14) Memorize, retain, and accurately recall information and codes.
- 15) Multi-task, organize, prioritize, and adapt to constantly changing situations, and effectively take appropriate action.
- 16) Read, understand, and interpret moderately difficult to complex written information (e.g., policies, procedures, rules, regulations, statutes, etc.).
- 17) Understand verbal instructions in the use of specialized equipment.
- 18) Work independently with minimal supervision, exercising good judgment in the safeguarding of confidential or sensitive information.
- 19) Perform detailed work with a high degree of accuracy, at times during stressful situations.
- 20) Accurately understand various transmissions, (e.g., telephone, radio, etc.) and transcribe information (e.g., numbers, letters, names and facts) from one source to another in a timely manner.
- 21) Effectively interpret a variety of maps and dispatch information to dispatch personnel.
- 22) Accurately interpret and follow Department policies and procedures.
- 23) Work within deadlines in order to complete assignments.
- 24) Interact with visitors in person in a courteous, professional, and effective manner.
- 25) Develop, lead, and participate in a team environment.
- 26) Successfully complete training program.
- 27) Obtain security clearance to operate APSIN (Alaska Public Safety Information Network).
- 28) Ability to obtain cardio pulmonary resuscitation (CPR) certification.
- 29) Ability to work within a 24 hour/7 day emergency dispatch center operation setting.
- 30) Ability to work shift work, which may include working on holidays, irregular hours, and overtime, with possible extension of shift hours at times with short notice.
- 31) Work within a confined area with limited mobility.
- 32) Work extended periods of time with limited breaks during peak call loads or extreme emergencies.

33) Perform work using a headset with microphone.

34) Hearing must be adequate to listen to telephone and radio transmissions.

**MINIMUM REQUIREMENTS**

Persons applying for this position must have the following:

- 1) High School Diploma or GED.
- 2) One (1) year of clerical, customer service, public contact experience or related education.
- 3) Minimum typing speed of 50 words per minute with a maximum of 4 errors. Applicant will be required to take a typing test from a reliable agency and have the results attached at the time the application is submitted.
- 4) Ability to obtain a security clearance for access to the Alaska Public Safety Information Network (APSIN), and the National Crime Information Center (NCIC) systems.

I, \_\_\_\_\_, have received, reviewed and completely understand the entire contents of this job description.

\_\_\_\_\_  
Signature of Employee

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature of Supervisor

\_\_\_\_\_  
Date

**The City of Fairbanks is an Equal Opportunity Employer.**

**John M. Eberhart  
City Mayor  
08/15**