



POSITION VACANCY NOTICE

CITY OF KETCHIKAN

March 25, 2024

SPECIFICS

TITLE: PUBLIC SAFETY DISPATCHER

DEPARTMENT:	POLICE	DIVISION:	Central Communications
STATUS:	Regular Full-Time	HOURS/DAYS:	Sunday – Saturday Days and hours vary
GRADE / STEP:	549 / A – E	DUTIES:	See attached job description
HOURLY:	\$25.83 - \$27.39 DOQ	UNION STATUS:	YES

SPECIAL REQUIREMENTS:

Possession of, or ability to obtain APSIN and NCIC Certifications; and two years of increasingly responsible clerical experience that includes customer service in an environment with frequent interruptions.

ADVERTISING REQUIREMENTS

Position open until filled

WHERE: Local Only ☐ Statewide ☐ Pacific NW ☐ National ☐

PUBLICATIONS: Ketchikan Daily News; Job Service; City Website

APPLICANT PROCESSING INSTRUCTIONS

FOR APPLICATION AND COMPLETE JOB DESCRIPTION CONTACT:
HUMAN RESOURCES AT (907) 228-5631 OR ON-LINE AT
<http://www.ktn-ak.us/jobs>

CITY OF KETCHIKAN IS AN EQUAL OPPORTUNITY EMPLOYER

PUBLIC SAFETY DISPATCHER

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

SUMMARY DESCRIPTION

Under general supervision, performs a variety of duties involved in receiving, evaluating, prioritizing, and relaying calls for emergency and non-emergency public safety assistance; dispatches appropriate units and coordinates response of emergency personnel; operates a variety of telecommunications equipment; and performs a wide variety of specialized clerical duties involved in the preparation, maintenance, and release of materials related to law enforcement activities.

The Police Department provides for the enforcement of criminal and traffic laws, regulations, and ordinances of the State of Alaska and the City of Ketchikan in order to protect life, health, and property in the community as well as provides all fire protection and fire prevention services within the City. The Public Safety Dispatcher also provides emergency medical and ambulance service as well as disaster relief assistance area-wide in an efficient and cost effective manner. The Public Safety Dispatcher contributes to these operations by performing a variety of public safety dispatching duties. The Public Safety Dispatcher must perform these duties in a manner that reflects positively on the City and the Department. He/she is responsible for maintaining a level of professional expertise and image that promotes the efficient use of the resources available to the Police Department.

REPRESENTATIVE DUTIES

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

1. Receives, evaluates, records, assigns case number, and prioritizes incoming calls to the communications center including calls on 911 lines, multiple business lines, and other emergency services lines from citizens requesting law enforcement, fire, medical, and other services or information.
2. Dispatches public safety units to routine and emergency calls based on the nature of the call, staff availability, assigned geographical area, and location of the call; monitors the assigned unit to ensure officer safety and to respond to requests for additional support needs.
3. Coordinates emergency operations between various departmental personnel and equipment.
4. Answers incoming business calls; takes complaints and requests for information from citizens and where appropriate refers calls to appropriate parties; transfer calls to appropriate agency in accordance with established procedures.
5. Operates restricted computerized law enforcement information systems to input, retrieve, and/or update information in response to officer requests; enters data into centralized law enforcement record keeping systems; maintains emergency notification data for businesses in the City; confirms outstanding warrants with other agencies.
6. Assists callers in emergency first aid as prescribed in state-recognized emergency medical dispatch procedures.
7. Performs a wide variety of specialized clerical duties involved in the preparation, maintenance, and

release of materials related to law enforcement activities including to organize, process, maintain, update, and route a variety of departmental reports, records, logs, and files; composes and transfers reports, forms, and complaints; checks for accuracy, completeness, correct spelling, and grammar; obtains signatures as required.

8. Monitors security cameras for the Public Port and Police Department building and surrounding area.
9. Maintains security of building; controls door locks and gates via communications board.
10. Dispatches or makes requests of other Departments for snow removal, emergency repairs, or other repairs as necessary.
11. Performs general receptionist duties; greets the public either by phone or at the information window; answers questions and refers visitors to appropriate staff or agency for assistance.
12. Performs related duties as required.

QUALIFICATIONS

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of:

Operations, services, and activities of a public safety dispatch center.
Operational characteristics of modern public safety telecommunications equipment.
Techniques of questioning for both emergency and non-emergency calls.
Methods and techniques of receiving, prioritizing, and dispatching emergency and non-emergency calls for service.
Functions of the Public Safety group and other City Departments.
Geographic features and locations within the area served.
English usage, spelling, grammar, and punctuation.
Modern office procedures, methods, and computer equipment.
Pertinent federal, state, and local laws, codes, and regulations.
Methods and techniques of telephone etiquette.
Methods and techniques of conflict resolution.
Principles and procedures of record keeping.

Ability to:

Respond to and resolve difficult and sensitive citizen inquiries and complaints.
Effectively communicate and elicit information from upset and irate callers.
Make independent decisions that affect the safety of public safety personnel, citizens, and property, such as those involved in determining the urgency of requests received and the appropriate action to take.
Establish priority of emergency situations.
Dispatch public safety units quickly and effectively.
Think quickly, calmly, and clearly in emergency situations.
Perform multiple tasks simultaneously.
Operate a variety of telecommunications receiving and transmitting equipment.
Operate specialized public safety computer systems and applications.
Read and interpret maps and other navigational resources and give directions.
Type and enter data accurately at a speed necessary for successful job performance.
Work under pressure, exercise good judgment and make sound decisions in emergency situations.
Work varied hours and shifts including weekends or holidays.

Understand and follow oral and written instructions.
Interpret, apply, and explain applicable federal, state and local policies, procedures, laws, codes and regulations including police records retention and dissemination policies and procedures.
Maintain composure, alertness and concentration while working for extended periods of time.
Compile, maintain, process, and prepare a variety of records and reports.
Deal tactfully and courteously with the public reporting emergencies and seeking information or filing a report.
Listen to and comprehend radio transmissions and telephone calls.
Clearly project voice over radio and telephone.
Communicate clearly and concisely, both orally and in writing.
Establish and maintain effective working relationships with those contacted in the course of work.

Education and Experience Guidelines - *Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

Education/Training:

Equivalent to the completion of the twelfth grade supplemented by successful completion of the public safety dispatch related courses within specified time including training in ASPIN certification training, NCIC certification training, Priority Dispatch, Emergency Medical Dispatching, Hazardous Materials Awareness, and CPR/First Aid.

Experience:

Two years of increasingly responsible clerical experience that includes customer service in an environment with frequent interruptions.

License or Certificate:

Possession of, or ability to obtain, APSIN, NCIC and Emergency Medical Dispatching (EMD) Certification. Must continue to maintain the EMD certification.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein 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 job functions.

Environment: Work is performed primarily in an office and emergency services dispatch center setting with extensive public contact; incumbents are required to work day, evening, night, weekend and holiday shifts; incumbents may be called back or held over to maintain staffing levels. Regular contact with the general public as well as employees of other emergency services agencies, including federal, state and local law enforcement, fire, and EMS agencies.

Physical: Primary functions require sufficient physical ability and mobility to work in an office and emergency dispatch center setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

Vision: See in the normal visual range with or without correction.

Hearing: Hear in the normal audio range with or without correction.

Grade: 549
Union: Yes/PSEA
FLSA: Non-Exempt
Date Approved: February 17, 2006
Date Amended: January 1, 2006
Date Amended: June, 2007 (*Johnson & Associates*)
Date Amended: August 2019
Date Amended: June 2023

Human Resources Manager Approval

City Manager Approval