

# Dispatcher I

## Chanute 911

### Position Summary:

Under the supervision of the Chanute 911 Communications Director, the Dispatcher I position is a non-exempt position under FSLA. This position answers all of the city of Chanute's 911 calls and the Chanute 911's communication centers administrative phone lines. The Dispatcher I is both a public safety call taker and dispatcher. Capable of receiving, accessing, prioritizing, and classifying calls for service, and operating and or using PSAP communications equipment. They will distribute calls for service using a public safety radio system while coordinating, tracking, and providing support to field units. The Dispatcher I will assign calls to all emergency services in the city while operating multiple computer systems. The Dispatcher I is NCIC certified to operate the CJIS computer including its entire law enforcement related links. This position enters data and retrieves data into and from the records management system. Strong communications skills and the ability to work under pressure are a must. This is a safety sensitive position and must maintain a KBI approved security clearance.

### Position Functions:

- Operates 911 system
- Handles administrative calls
- Transmits and receives radio traffic for emergencies services
- Operates the state-wide computer system to send and receive law enforcement information
- Operates the CAD, records management and in-house computer systems
- Monitors camera systems

### Marginal Functions:

- Assists other departments in the City of Chanute as needed
- Assists other emergency services in county as needed
- Assist other law enforcement agencies outside of Neosho Co as needed
- Performs other related duties as assigned by the proper authority
- Point of contact for the National Weather service

## Position Requirements:

### **Experience:**

Previous experience as a Dispatcher along with NCIC certification is preferred but not required. The Dispatcher I is expected to have acquired the necessary skills to perform the job without supervision within six months of employment. This position is safety sensitive and does require an approved KBI background check to allow access to the states computer systems. Continuing background checks will be done to ensure security requirements are met. This position does participate in the City of Chanute's random drug testing.

### **Education:**

A high school diploma or GED is required. Employee should possess a valid Kansas driver's license. NCIC certification within six months of employment, recertification and continuing education requirements must be met. It is required to maintain continuous education hours. Previous computer and keyboarding experience are required. Training will be provided both in house by a trained dispatcher and through outside classes.

### **Technical Skills:**

The ability to use telephone, radio, and computer equipment is essential. Strong communications skills and the ability to think quickly under pressure required.

### **Problem Solving:**

Problem solving is a key factor in the position. As callers both by phone and radio will look to dispatch to assist in whatever problem they are trying to resolve.

### **Supervision:**

The Dispatcher I often works without direct supervision and may be asked to supervise other less experienced dispatchers while on shift.

### **Financial Accountability:**

The Dispatcher I, as are all employees, are directly responsible for the safe operation of department equipment but does not participate in the annual budget process.

### **Personal Relations:**

Daily contact with co-workers and supervisory personnel is expected.

### **Working Conditions:**

Some adverse working conditions exist within this position. Exposure to constant noise from equipment is probable. The position may require the employee to be in a sitting position for long hours. In this position stress is a factor.

### **Physical Requirements:**

The ability to sit for long periods of time in a confined area is required daily in this position.

**PHYSICAL REQUIREMENTS  
DISPATCHER 1**

**CITY OF CHANUTE**

**CHANUTE 911/DISPATCH**

\*In terms of an 8 hour workday, "Seldom" equals 1% or less; "Occasionally" equals 2-33%; "Frequently" equals 34-66%; and "Continuously" equals 67-100%.

1. In an 8 hour workday, employee must: (Check full capacity for each activity)
  - a. Sit -No. of Hours. 1(☐); 2(☐); 3(☐); 4(☐); 5(☐); 6(X);(☐); 8(☐)
  - b. Stand -No. of Hours. 1(X); 2(☐); 3(☐); 4(☐); 5(☐); 6(☐); 7(☐); 8(☐)
  - c. Walk -No. of Hours. 1(X); 2(☐); 3(☐); 4(☐); 5(☐); 6(☐); 7(☐); 8(☐)
  
2. Employee's job requires

	Seldom	Occasionally	Frequently	Continuously
a. Bend/Stoop	<input type="checkbox"/>	<u>X</u>	<input type="checkbox"/>	<input type="checkbox"/>
b. Squat	<input type="checkbox"/>	<u>X</u>	<input type="checkbox"/>	<input type="checkbox"/>
c. Crawl	<u>X</u>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Climb (Height <input type="text"/> )	<input type="checkbox"/>	<u>X</u>	<input type="checkbox"/>	<input type="checkbox"/>
e. Reach above shoulder	<input type="checkbox"/>	<input type="checkbox"/>	<u>X</u>	<input type="checkbox"/>
f. Crouch	<u>X</u>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Kneel	<u>X</u>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Balance	<input type="checkbox"/>	<u>X</u>	<input type="checkbox"/>	<input type="checkbox"/>
i. Push/Pull	<input type="checkbox"/>	<u>X</u>	<input type="checkbox"/>	<input type="checkbox"/>
  
3. Employee's job requires carry/lift

	Seldom	Occasionally	Frequently	Continuously
a. Up to 10 lbs	<input type="checkbox"/>	<u>X</u>	<input type="checkbox"/>	<input type="checkbox"/>
b. 11--24 lbs	<input type="checkbox"/>	<u>X</u>	<input type="checkbox"/>	<input type="checkbox"/>
c. 25--50 lbs	<u>X</u>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. 51--74 lbs	<u>X</u>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. 75--100 lbs	<u>X</u>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Over 100 lbs	<u>X</u>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
  
4. Job requires employee to use feet for repetitive movements:

	Yes	No
a. Right	<input type="checkbox"/>	<u>X</u>
b. Left	<input type="checkbox"/>	<u>X</u>
c. Both	<input type="checkbox"/>	<u>X</u>
  
5. Job requires employees to use hands for repetitive movements such as:

	Simple Grasping	Firm Grasping	Fine Manipulation
a. Right	Yes <u>X</u> No <input type="checkbox"/>	Yes <input type="checkbox"/> No <u>X</u>	Yes <input type="checkbox"/> No <u>X</u>
b. Left	Yes <u>X</u> No <input type="checkbox"/>	Yes <input type="checkbox"/> No <u>X</u>	Yes <input type="checkbox"/> No <u>X</u>
  
6. Employee's job requires:

	Yes	No
a. Working on unprotected heights	<input type="checkbox"/>	<u>X</u>
b. Being around moving machinery	<input type="checkbox"/>	<u>X</u>
c. Exposure to marked changes in temperature and humidity	<input type="checkbox"/>	<u>X</u>
d. Driving (vehicular/construction) equipment	<input type="checkbox"/>	<u>X</u>
e. Exposure to dust, fumes and gases	<input type="checkbox"/>	<u>X</u>
  
7. Other requirements/comments: Employee may be required to drive to out-of-town meetings and training seminars.