



STATE OF NEVADA
Department of Administration
Division of Human Resource Management

CLASS SPECIFICATION

<u>TITLE</u>	<u>GRADE</u>	<u>EEO-4</u>	<u>CODE</u>
PUBLIC SAFETY DISPATCHER VI	37*	D	11.117
PUBLIC SAFETY DISPATCHER V	34*	D	11.118
PUBLIC SAFETY DISPATCHER IV	33*	D	11.120
PUBLIC SAFETY DISPATCHER III	31*	D	11.122
PUBLIC SAFETY DISPATCHER II	29*	D	11.124
PUBLIC SAFETY DISPATCHER I	27*	D	11.126

SERIES CONCEPT

Public Safety Dispatchers perform technical communications work in the operation of a district, central, or statewide communications center including but not limited to: providing assistance to law enforcement units in both routine and emergency situations; dispatching enforcement units and other emergency mobile units from a computerized dispatch center; researching various criminal justice records systems and transmitting the required information; placing telephone calls for officials and registered vehicle owners at accident scenes; providing assistance to other law enforcement agencies as requested; maintaining a variety of logs and records; and preparing statistical summaries on center activities.

Operate computerized dispatch consoles and determine which information resource to access for expediency and situational relevance; interpret information received and transmitted; enter, retrieve and edit data; and ensure accurate storage of the system's activities.

Provide dispatch support to State and federal law enforcement entities and/or peace officers outside of the agency, following each entity's procedural guidelines; ensure adherence to the regulations, policies and procedures of various criminal justice records systems by the entities; interpret information received and transmitted; access appropriate information resources or data bases; and dispatch specialized emergency support units for the entities.

Respond to routine and emergency telephone calls from citizens and law enforcement/criminal justice entities; take control of the conversation and extract pertinent information; determine whether the caller is authorized to receive the requested information; assess appropriate information resources; answer off-hour calls for other entities as assigned.

Enter, modify, confirm and delete warrants by accessing the Nevada Criminal Justice Information System (NCJIS) and the National Crime Information Center (NCIC); produce warrant abstracts upon requests by law enforcement/criminal justice agencies as assigned.

Provide daily and routine equipment maintenance by troubleshooting problems and correcting/adjusting if possible; consult manuals and vendor contracts; contact vendor or repair service for service call; and prepare written documentation of equipment problem and resolution.

Assist in training new employees and provide orientation to communications center policies and procedures; observe and coach dispatch work at the computerized consoles; and provide instruction in the authorized use, screen formatting and confidentiality standards of the various criminal justice records systems.

Perform related duties as assigned.

*** Reflects a 2-grade, special salary adjustment authorized by the 2005 Legislature to improve recruitment and retention.**

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CLASS CONCEPTS

Public Safety Dispatcher VI: Under general administrative direction, the Public Safety Dispatcher VI oversees the activities of the three dispatch centers in the Communications Bureau. In addition to performing duties outlined in the series concepts, incumbents plan, organize, coordinate and oversee a variety of functions related to the management of the Department of Public Safety’s dispatch operations and serves as the department’s representative in coordinating access to dispatch services by various department and other authorized local, State, federal and civil entities.

Provide guidance to staff in the development and implementation of policies, procedures, and quality standards; authorize equipment purchases; administer mandated training and certification standards and effecting audits to ensure compliance; analyze, draft and submit new and proposed legislation, amendments and regulations; testify before legislative committees and report on legislation in other states and at the federal level; analyze reports, resolve issues, and ensure compliance with all laws, regulations, and policies; participate in the development of requests for proposals and communicate multiple systems needs; evaluate and determine successful bids for service and equipment contracts; participate in and oversee the planning, development, and administration of the budget and revenue sources; review and approve expenditures for staffing, operations, system enhancements and projected legislation.

Present and defend the budget before the Budget Division and the legislature; research and solicit potential external funding sources for Dispatch functions as appropriate; develop grant proposals and ensure compliance with established requirements; train, supervise and evaluate the performance of subordinate supervisors and staff; establish goals and objectives; develop implement and revise policy and procedures; plan and develop justifications for work programs; meet and consult with officials at all levels of the criminal justice community, and private industry to address needs, resolve problems and provide research and support; may testify in court and at administrative hearings as an expert witness as appropriate.

Public Safety Dispatcher V: Under administrative direction, positions allocated to this class, in addition to performing the full range of duties in the series concept, are responsible for the 24-hour operation of a specific Department of Public Safety Communications center. Incumbents manage and supervise the activities of shift supervisors and their subordinates; participate in the design, development, implementation and maintenance of computer aided dispatch consoles and various automated records management and reporting systems; assist in the development and monitoring of budgets for assigned center operations; assist in the development of goals, objectives and work programs for assigned center operations and staff; implement training for staff and administer examinations to demonstrate proficiency required by various criminal information systems standards; provide law enforcement communications training to department personnel; represent the assigned center at various department staff meetings and other meetings as assigned and are responsible for coordinating department communications center activities with other law enforcement agencies.

Public Safety Dispatcher IV: Under general direction, incumbents perform the full range of duties in the series concept and, in addition, supervise subordinate dispatchers during a specific shift. Public Safety Dispatcher IV’s delegate and review work assignments; provide training and complete performance evaluations; assess staffing needs and develop the work schedules of subordinate dispatchers to ensure the communications center is appropriately staffed 24 hours a day, 7 days a week.

Develop, implement and update center procedures to ensure compliance with department policy, NCIC, NCJIS and NLETS (The International Justice and Public Safety Network) rules, regulations and policies, and with applicable laws and regulations for various federal, State and local agencies.

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CLASS CONCEPTS (cont'd)

Assist the Public Safety Dispatcher V, with implementing training for staff and administer examinations to demonstrate proficiency required by various criminal information systems standards and providing law enforcement communications training to department personnel.

Assess equipment, training, travel and staffing needs; prepare cost projections; and submit information to management as input to the overall communications center budget.

Collect, organize and maintain materials from entities serviced such as policies, procedures, functions and updates; prepare statistical reports for submission to management; conduct audits and quality control checks regarding the entry, modification, deletion, confirmation and validation of law enforcement records (i.e., warrants, criminal history); perform audits of criminal history requests; coordinate with other law enforcement communications centers; respond to information requests from the media according to department policy; and testify at court and administrative proceedings regarding evidentiary communications records.

Public Safety Dispatcher III: Under direction, at the journey level, incumbents perform the full range of duties in the series concept and, in addition, may act as a lead worker over lower level dispatchers.

Public Safety Dispatcher II: Under supervision, in an advanced trainee capacity, incumbents perform the full range of duties in the series concept and may progress to Public Safety Dispatcher III under the provisions of NAC 284.190.

Public Safety Dispatcher I: Under close supervision, in a trainee capacity, incumbents receive training in the duties described in the series concept and may progress to Public Safety Dispatcher II under the provisions of NAC 284.190.

MINIMUM QUALIFICATIONS

SPECIAL REQUIREMENTS:

- * Pursuant to NRS 284.4066, all positions in this series have been identified as affecting public safety. Persons offered employment in these positions must submit to a pre-employment screening for controlled substances.
- * Positions require work on evenings, weekends, and/or holidays.

INFORMATIONAL NOTES:

- * Incumbents must pass the NCIC certification examination within six months of appointment and every two years thereafter as a condition of continuing employment.
- * Applicants must meet the minimum typing speed established by the agency at the time of recruitment.

PUBLIC SAFETY DISPATCHER VI

EDUCATION AND EXPERIENCE: Seven years of law enforcement communications experience, three years of which included supervising the personnel and operations of a public safety dispatch center; budget preparation and management; report preparation and data analysis; and program development and implementation; **OR** two years of experience as a Public Safety Dispatcher V in Nevada State service; **OR** an equivalent combination of education and experience. *(See Special Requirements and Informational Notes)*

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MINIMUM QUALIFICATIONS (cont'd)

ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES (required at time of application):

Detailed knowledge of: theories, principals, techniques, and practices of public safety dispatch and communications. **Working knowledge of:** principals of other public safety agencies' operations as they pertain to law enforcement communications; laws, rules and guidelines specific to assigned areas of responsibility. **Skill in:** mathematical calculations sufficient to prepare reports and analyze data; designing, researching and interpreting study results; recommending courses of action based upon study outcomes and results; organizing, developing and making oral presentations; coordinating and implementing diverse work plans. **Ability to:** collaborate with municipal and state officials; plan, manage others, analyze, carry out projects, consult and offer advice; make presentations specific to the Communications Bureau to management, staff and legislative bodies; write clear and concise policies, procedures, reports and justifications using correct English grammar, vocabulary, spelling and punctuation; read, interpret and apply rules, regulations and statutes to determine and ensure compliance and provide direction to management and staff; communicate orally to instruct, advise or persuade management, staff and others regarding budget requests, policy interpretation and business operations; research, organize and analyze data related to business operations; identify and resolve operating problems; analyze data and formulate logical conclusions and recommendations; read and interpret technical reports, governmental publications and federal directives; and all knowledge, skills and abilities required at lower levels.

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES (typically acquired on the job)

Working knowledge of: Nevada State budgeting principles and practices sufficient to develop a request and administer a budget; legislative process relating to budgeting; principles of sound business management. **Skill in:** planning, organizing, coordinating and directing the overall program of emergency dispatch communications; establishing and maintaining public confidence in all public safety dispatch centers. **Ability to:** develop Statewide dispatch-related training programs for the Communications Bureau; establish short-range or long-range plans and objectives within scope of policies and goals; keep abreast of changes in policy, methods, operations, budgetary and equipment needs, etc. as they pertain to division operations and activities.

PUBLIC SAFETY DISPATCHER V

EDUCATION AND EXPERIENCE: Five years of experience in law enforcement communications including control of ten or more units and the use of State and national criminal justice information systems and, in addition, two years in a lead or shift supervisor capacity; **OR** two years of experience as a Public Safety Dispatcher IV in Nevada State service. (*See Special Requirements and Informational Notes*)

ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES (required at time of application):

Detailed knowledge of: regulations, policies and procedures governing the operations and activities of a law enforcement communication center as applied to directing, advising, and coordinating operations. **Working knowledge of:** organizational structure and programs administered by the agency; monitoring and tracking dispatch center operating and supply budgets; supervisory techniques including disciplinary processes, employee evaluation, and the development of work performance standards. **General knowledge of:** State budgeting process. **Ability to:** develop and administer operations and staff plans and objectives for the expedience and effectiveness of specific duties; motivate others and encourage effective action; evaluate activities and applied practices using various techniques and principles to determine operations and performance compliance with system requirements; plan, organize and oversee the work and performance of a specific dispatch center; identify specific non-compliance areas or problems and initiate and prepare individual training courses on a variety of topics; read, interpret and apply new regulations, policies and procedures with limited assistance; supervise subordinate supervisors and staff including organizing work flow to accomplish established objectives, delegating responsibility, training, evaluating work effectiveness and proficiency, and administering necessary discipline; and all knowledge, skills and abilities required of the lower levels.

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MINIMUM QUALIFICATIONS (cont'd)

PUBLIC SAFETY DISPATCHER V (cont'd)

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES (typically acquired on the job):
(These are identical to the Entry Level knowledge, skills and abilities for Public Safety Dispatcher VI.)

PUBLIC SAFETY DISPATCHER IV

EDUCATION AND EXPERIENCE: Five years of experience in law enforcement communications including control of ten or more units and the use of State and national criminal justice information systems; **OR** two years of experience as a Public Safety Dispatcher III in Nevada State service. *(See Special Requirements and Informational Notes)*

ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES (required at time of application):

Working knowledge of: the agency's operating policies and procedures; various types and jurisdictions of law enforcement and criminal justice agencies; types of available public safety organizations that support law enforcement activities; effective training or coaching techniques used in training lower level dispatchers; warrant system procedures for entering, deleting, editing, validating and confirming information; public relations principles and practices; personnel rules and regulations. **General knowledge of:** supervisory techniques and practices which involved coordinating, directing, and scheduling dispatchers. **Ability to:** compose and maintain a variety of correspondence and reports using correct English grammar, vocabulary, spelling and punctuation; interact with supervisors, peers and subordinates tactfully and effectively; adjust priorities quickly as circumstances dictate; assist in drafting communication center procedures; assess situations and make comparisons to judge whether they are similar to or different from prescribed standards; make presentations in front of large groups of people; *and all knowledge, skills and abilities required of the lower levels.*

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES (typically acquired on the job):
(These are identical to the Entry Level knowledge, skills and abilities for Public Safety Dispatcher V.)

PUBLIC SAFETY DISPATCHER III

EDUCATION AND EXPERIENCE: Three years of experience in law enforcement communications including control of ten or more units and the use of State and national criminal justice information systems; **OR** one year of experience as a Public Safety Dispatcher II in Nevada State service. *(See Special Requirements and Informational Notes)*

ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES (required at time of application):

Detailed knowledge of: capabilities and screen formats of criminal justice information systems such as, but not limited to, NCIC, NLETS, California Law Enforcement Telecommunications Systems (CLETS), NCJIS, and Shared Computerized Operations for Protection and Enforcement (SCOPE); communications center functions and capabilities in order to train lower level dispatchers. **Working knowledge of:** security, confidentiality and privacy regulations; maintenance contracts for resolution of equipment malfunctions; location of DPS Officers and other law enforcement units assigned geographically throughout the responsible area of the assigned Communications Center; agency procedures, policies and programs; functions and communications procedures of other entities serviced by the communications center; law enforcement terminology as applied to operating a computerized dispatch console; geography of Nevada and its major highways. **Ability to:** handle a large volume of radio, telephone and telecommunication traffic; work independently and follow through on assignments with minimal direction; law enforcement terminology as applied to operating a computerized law enforcement dispatch console; efficiently and accurately respond to requests for information using criminal justice information systems such as, but not limited to, NCIC, NLETS,

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MINIMUM QUALIFICATIONS (cont'd)

PUBLIC SAFETY DISPATCHER III (cont'd)

ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES (required at time of application): (cont'd)
CLETS, NCJIS and SCOPE; recognize an emergency situation and take appropriate action; *and all knowledge, skills and abilities required of the lower levels.*

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES (typically acquired on the job):
(These are identical to the Entry Level knowledge, skills and abilities for Public Safety Dispatcher IV.)

PUBLIC SAFETY DISPATCHER II

EDUCATION AND EXPERIENCE: Two years of experience in law enforcement communications or dispatch work; **OR** one year of experience as a Public Safety Dispatcher I in Nevada State service. *(See Special Requirements and Informational Notes)*

ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES (required at time of application):
General knowledge of: the capabilities of criminal justice information systems; common office procedures for reports and records; the organizational work unit where employed; other entities serviced by communication center. **Working knowledge of:** the Department's Computer Aided Dispatch (CAD) system; geography of Nevada and its highways within the responsible area of the assigned Communications Center. **Ability to:** perform complex dispatch work including fatalities, pursuits and officer-involved shootings; *and all knowledge, skills and abilities required at the lower level.*

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES (typically acquired on the job):
(These are identical to the Entry Level Knowledge, Skills and Abilities for Public Safety Dispatcher III.)

PUBLIC SAFETY DISPATCHER I

EDUCATION AND EXPERIENCE: Graduation from high school or the equivalent and two years experience in clerical, data entry, telephone switchboard or radio telephone work; **OR** an equivalent combination of education and experience. Additional experience can be substituted for high school education. *(See Special Requirements and Informational Notes)*

ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES (required at time of application):
General knowledge of: standard office practices and procedures; arithmetic necessary to produce accurate information. **Ability to:** perform routine dispatch work; interact efficiently and tactfully with the public and various law enforcement officers; work as part of a team; read and interpret maps; respond to a variety of information requests; speak clearly and distinctly using correct English; maintain alpha/numeric files and records; establish and maintain effective working relationships with employees, other agencies and the general public; understand and carry out oral and written instructions; communicate clearly and effectively both orally and in writing; work under frequent interruptions and distractions; prioritize work; operate keyboard equipment; and memorize information.

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES (typically acquired on the job):
(These are identical to the Entry Level Knowledge, Skills and Abilities for Public Safety Dispatcher II.)

This class specification is used for classification, recruitment and examination purposes. It is not to be considered a substitute for work performance standards for positions assigned to this class.

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ESTABLISHED:	7/1/13R 3/27/14UC	6/12/95R 11/26/96UC	8/2/91R 4/3/92UC	8/2/91R 4/3/92UC	8/2/91R 4/3/92UC	8/2/91R 4/3/92U
REVISED:			7/1/93P 8/31/92PC	7/1/93P 8/31/92PC	7/1/93P 8/31/92PC	7/1/93P 8/31/92PC
REVISED:			9/24/93PC	9/24/93PC	9/24/93PC	9/24/93PC
REVISED:			6/12/95R 11/26/96U C			
REVISED:		10/1/97UC	10/1/97UC	10/1/97UC	10/1/97UC	10/1/97UC
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REVISED:		7/1/05LG	7/1/05LG	7/1/05LG	7/1/05LG	7/1/05LG
REVISED:		7/1/13R	7/1/13R	7/1/13R	7/1/13R	7/1/13R
REVISED:		3/27/14UC	3/27/14UC	3/27/14UC	3/27/14UC	3/27/14UC