



**STATE OF NEVADA**  
**DEPARTMENT OF ADMINISTRATION**  
*Division of Human Resource Management*  
209 E. Musser Street, Room 101 | Carson City, Nevada 89701  
Phone: (775) 684-0150 | [www.hr.nv.gov](http://www.hr.nv.gov) | Fax: (775) 684-0122

**MEMORANDUM**  
**HR#18-14**

February 24, 2014

**TO:** Personnel Commission Members  
Department Directors  
Division Administrators  
Agency Personnel Liaisons  
Agency Personnel Representatives  
Employee Representatives

**FROM:** Lee-Ann Easton, Administrator *Lee-Ann Easton*  
Division of Human Resource Management

**SUBJECT:** PROPOSED CLASSIFICATION CHANGES

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Attached are proposed classification changes for your information pursuant to NRS 284.160, subsections 3 through 5. If you have any comments or objections regarding these changes, please send your written notification to Peter Long at [plong@admin.nv.gov](mailto:plong@admin.nv.gov) no later than March 27, 2014.

If no written objections are received in this office by March 27, 2014, action will be taken to effect the changes and a report will be made to the Personnel Commission.

Attachments

LE:kh/lf/tp

# NOTICE OF PROPOSED CLASSIFICATION CHANGES

Number: Posting #17-14  
Posting Expires: March 27, 2014

Per NRS 284.160, the Administrator may make a change in classification without the prior approval of the Commission. The following change(s) are proposed:

CURRENT				PROPOSED			
CODE	TITLE	GRADE	EEO-4	CODE	TITLE	GRADE	EE0-4
	<i>NEW</i>			<i>11.117</i>	<i>Public Safety Dispatcher VI</i>	<i>37*</i>	<i>D</i>
11.118	Public Safety Dispatcher V	34*	D	11.118	Public Safety Dispatcher V	34*	D
11.120	Public Safety Dispatcher IV	33*	D	11.120	Public Safety Dispatcher IV	33*	D
11.122	Public Safety Dispatcher III	31*	D	11.122	Public Safety Dispatcher III	31*	D
11.124	Public Safety Dispatcher II	29*	D	11.124	Public Safety Dispatcher II	29*	D
11.126	Public Safety Dispatcher I	27*	D	11.126	Public Safety Dispatcher I	27*	D

## ***Basis for Recommendation***

At the request of the Department of Public Safety, General Services Division, Human Resource Management recommends the addition of a Public Safety Dispatcher VI level to the Public Safety Dispatchers series. Assembly Bill 465 of the 2013 Legislative Session transferred dispatch functions from the Nevada Highway Patrol Division to the General Services Division. With that transfer, came the creation of a Dispatch Bureau in the division and a need for management of all three dispatch centers. The creation of this new Public Safety Dispatcher VI class will meet the agency's need.

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. Specifically, the Public Safety Dispatcher VI, in addition to performing duties outlined in the series concepts, plans, organizes, coordinates and oversees a variety of functions related to the management of the Department of Public Safety's dispatch operations. The incumbent serves as the department's representative in coordinating access to dispatch services by various department and other authorized local, State, federal and civil entities; provides guidance to staff in the development and implementation of policies, procedures, and quality standards; administers 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. Additionally, they analyze reports, resolve issues, and ensure compliance with all laws, regulations, and policies; review and approve expenditures for staffing, operations, system enhancements and projected legislation; and present and defend the budget before the Budget Division and the legislature.

It is recommended that the Public Safety Dispatcher VI be allocated at grade 37, to align three grades above the Public Safety Dispatcher V, grade 34, to reflect that position's greater decision-making responsibility for three dispatch regions; budget participation; analysis of legislation and interaction with federal, State, local and private officials.

Human Resource Management recommends minor revisions be made to the series concept to reflect the scope of work and level of responsibility that has always been associated with these positions and to remove outdated duties. Furthermore, revisions were made to the class concepts and the knowledge, skills and abilities to clarify the type of duties performed and relevant experience necessary to perform dispatch duties at all levels. No grade changes were recommended as knowledge, skills and abilities required have always been part of the classes but were not explicitly stated.

During this review, Human Resource Management worked closely with staff from the Department of Public Safety who assisted in revising this class specification.

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The formal recommendations and specifications are on file with the Division Administrator, Human Resource Management. To view a copy in Carson City, go to 209 East Musser Street, Room 101; in Las Vegas, go to 555 East Washington Avenue, Room 1400. For more information call (775) 684-0130.

**Objections to the proposed change(s) must be received in writing by March 27, 2014.** Objections should be addressed to Peter Long, Deputy Division Administrator, Compensation, Classification and Recruitment, Section of the Division of Human Resource Management, 209 East Musser Street, Room 101, Carson City, Nevada 89701-4204.

**POSTING DATE: February 24, 2014**



**DRAFT!!!!**

**STATE OF NEVADA**  
**Department of Administration**  
**Division of Human Resource Management**

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**CLASS SPECIFICATION**

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

**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 [~~on magnetic tapes~~].

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 [~~the~~] off-hour calls [~~of~~] **for** other entities [~~during off-hours~~] 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[~~ions~~] 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.

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

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### SERIES CONCEPTS (cont'd)

~~[Assist in communication center and/or applicant background checks by reviewing personal history statements; access the appropriate criminal justice information system, place telephone calls or write letters; and ensure accurate, complete information is recorded for each applicant in the appropriate file.]~~

Perform related duties as assigned.

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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** ~~[Nevada Highway Patrol]~~ **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 ~~[centers]~~ **consoles** and ~~[the]~~ **various** automated ~~[accident]~~ **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 ~~[NHP command]~~ **various department** staff meetings **and other meetings as assigned** and are responsible for coordinating ~~[NHP]~~ **department** communications center activities with other law enforcement agencies.*

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### CLASS CONCEPTS (cont'd)

**Public Safety Dispatcher IV:** Under general direction, incumbents perform the full range of duties in the series concept and, in addition, supervise ~~[a staff of]~~ **subordinate** dispatchers ~~[in the operation of an area or centralized communications center]~~ 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** ~~[of technicians]~~ to ensure the communications center is **appropriately** staffed 24 hours a day, 7 days a week.

Develop, implement and update **center** procedures ~~[for a communications center, including those]~~ to ensure compliance with department policy ~~[and procedure]~~, NCIC, NCJIS and NLETS (~~[National Law Enforcement Telecommunication System]~~ **The International Justice and Public Safety Network**) rules, regulations and policies, and with applicable laws and regulations for various federal, State and local agencies.

**Assist the Public Safety Dispatcher V, with** ~~[I]~~ **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 ~~[a preliminary]~~ **input to the overall communications center** budget ~~[for a communications center]~~.

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.

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### 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.
- \* ~~[Some]~~ **Positions** require work on evenings, weekends, and/or holidays.

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## **MINIMUM QUALIFICATIONS (cont'd)**

### **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 Requirement)*

#### **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)

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## MINIMUM QUALIFICATIONS (cont'd)

### **PUBLIC SAFETY DISPATCHER V** (cont'd)

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:** ~~[supervisory techniques and practices which involved coordinating, directing, and scheduling dispatchers]~~ *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.*

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

~~[Working knowledge of: Nevada State budgeting process to develop and administer budgets; other resource agencies' operations, procedures and policies as they pertain to law enforcement communications; supervisory techniques.]~~ *(These are identical to the Entry Level knowledge, skills and abilities of the 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:** ~~[prepare and and maintain a variety of comprehensive reports and records]~~ *compose and maintain a variety of correspondence and reports using correct English grammar, vocabulary, spelling and punctuation; [deal] 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.*



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## MINIMUM QUALIFICATIONS (cont'd)

### PUBLIC SAFETY DISPATCHER IV (cont'd)

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

~~[Knowledge of: regulations, policies and procedures governing the operations and activities of a law enforcement communication center as applied to supervising, directing and advising operations~~ **Ability to:** evaluate activities and applied practices using various techniques and principles to determine operations and performance compliance with system requirements; 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 staff including organizing work flow to accomplish established objectives, delegating responsibility, training, evaluating work effectiveness and proficiency, and administering necessary discipline.] *(These are identical to the Entry Level knowledge, skills and abilities of the 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) [~~and OLETS~~]; communications center functions and capabilities in order to train lower level [technicians] dispatchers. **Working knowledge of:** security, confidentiality and privacy regulations; maintenance contracts for resolution of equipment malfunctions; location of [NHP Troopers] **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, 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):

~~[knowledge of: effective training or coaching techniques used in training lower level dispatchers; warrant system procedures for entering, deleting, editing, and confirming information; public relations principles and practices; law enforcement terminology as applied to operating a computerized law enforcement communication dispatch console.~~ **Ability to:** adjust priorities quickly as circumstances dictate; assist in drafting communication center procedures; assess situations and make comparisons to judge whether they are

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## MINIMUM QUALIFICATIONS (cont'd)

### **PUBLIC SAFETY DISPATCHER III** (cont'd)

~~similar to or different from prescribed standards.]~~ *(These are identical to the Entry Level knowledge, skills and abilities of the 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 routine dispatch work; deal efficiently and tactfully with the public and various law enforcement officers; work as part of a team]~~ ***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):

~~[knowledge of: agency procedures, policies and programs; functions and communications procedures of other entities serviced by the communications center; security, confidentiality and privacy regulations; law enforcement terminology as applied to operating a computerized dispatch console; geography of Nevada and its major highways. Ability to: operate a computerized dispatch console; efficiently and accurately respond to requests for information using criminal justice information systems such as, but not limited to, NCIC, NLETS, CLETS, NCJIS, SCOPE and OLETS; recognize an emergency situation and take appropriate action.]~~ ***(These are identical to the Entry Level Knowledge, Skills and Abilities of the 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 ~~[statistical reports]~~ ***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 ~~[data]~~ ***information.***

