



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*	F	11.117
PUBLIC SAFETY DISPATCHER V	34*	F	11.118
PUBLIC SAFETY DISPATCHER IV	33*	F	11.120
PUBLIC SAFETY DISPATCHER III	31*	F	11.122
PUBLIC SAFETY DISPATCHER II	29*	F	11.124
PUBLIC SAFETY DISPATCHER I	27*	F	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 two dispatch centers in the Communications Bureau and directly supervises a staff of Public Safety Dispatcher V positions to include performance evaluations, work performance standards, work assignment and review, scheduling, training, and discipline; may supervise other professional, technical, and/or administrative staff as required. In addition to having working knowledge of the duties described in the series concept, 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 federal, State, local, 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 system 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; establish goals and objectives; develop, implement, and revise policies 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, and in addition to performing the full range of duties described in the series concept, incumbents manage the activities of, and are responsible for, the 24-hour operation of a specific Department of Public Safety Communications Center. Incumbents directly supervise a staff of Public Safety Dispatcher IV positions to include performance appraisals, work performance standards, work assignment and review, scheduling, training, and discipline; may supervise other professional, technical, and/or administrative staff as assigned. Incumbents 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 described in the series concept and function as a shift supervisor over lower-level Public Safety Dispatcher positions to include performance evaluations, work performance standards, work assignment and review, scheduling training, and discipline.

Incumbents 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.

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CLASS CONCEPTS (cont'd)

Public Safety Dispatcher IV: (cont'd)

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; ensure compliance with applicable laws and regulations for various federal, State, and local agencies.

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 limited supervision, incumbents perform the full range of duties described in the series concept and, in addition, act as a lead worker over lower-level Public Safety Dispatchers to include work review and assignment, training, and providing input regarding performance evaluations and discipline as needed. This is the journey level in the series.

Public Safety Dispatcher II: Under general supervision, incumbents continue to receive training in performing the full range of duties described in the series concept and may progress to the next level in the series upon meeting minimum qualifications, satisfactory performance, and with the recommendation of the appointing authority. This is the continuing trainee level in the series.

Public Safety Dispatcher I: Under close supervision, incumbents receive training in performing the duties described in the series concept and may progress to the next level in the series upon meeting minimum qualifications, satisfactory performance, and with the recommendation of the appointing authority. This is the trainee level in the series.

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.
- * Positions require a State of Nevada/FBI background check.
- * Positions require a pre-employment criminal history check and fingerprinting.

INFORMATIONAL NOTES:

- * Incumbents must pass the NCIC certification examination within six months of appointment and every

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MINIMUM QUALIFICATIONS (cont'd)

INFORMATIONAL NOTES: (cont'd)

- 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.
- * At the Public Safety Dispatcher I, applicants may be required to attach copies of their successful completion of the Emergency Telecommunications Program of Study and current certification from the International Academies of Emergency Dispatch at the time of application.

PUBLIC SAFETY DISPATCHER VI

EDUCATION AND EXPERIENCE: Six years of law enforcement communications experience, two years 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 as described above. *(See Special Requirements and Informational Notes)*

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

Detailed knowledge of: theories, principles, 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 the 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: Four 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, two years which were in a lead worker or shift supervisor capacity; **OR** one year 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:** 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 at 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 required for Public Safety Dispatcher VI.)

PUBLIC SAFETY DISPATCHER IV

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 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 at 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 required for Public Safety Dispatcher V.)

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MINIMUM QUALIFICATIONS (cont'd)

PUBLIC SAFETY DISPATCHER III

EDUCATION AND EXPERIENCE: Two 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 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, CLETS, NCJIS and SCOPE; recognize emergency situations and take appropriate action; *and all knowledge, skills, and abilities required at 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 required for Public Safety Dispatcher IV.)

PUBLIC SAFETY DISPATCHER II

EDUCATION AND EXPERIENCE: One year 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 required for Public Safety Dispatcher III.)

PUBLIC SAFETY DISPATCHER I

EDUCATION AND EXPERIENCE: Graduation from high school or equivalent education and one year of general work experience; **OR** graduation from high school to include successful completion of the Emergency

