



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>
MANAGER, PUBLIC SAFETY DISPATCHER	37	F	11.118
SUPERVISOR, PUBLIC SAFETY DISPATCHER	35	F	11.120
PUBLIC SAFETY DISPATCHER	33	F	11.122

SERIES CONCEPT

Public Safety Dispatchers perform 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 computer-aided system; accessing various criminal justice information 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, recordings, and records; preparing performance and statistical summaries on center activities; preparing reports; conducting data analysis; and providing reports, records, and other various information upon request and within legal authority.

Operate dispatch equipment proficiently; determine which information resource to access and what should be transmitted for expediency and situational relevance; enter, retrieve, and edit data; ensure accurate storage of the system's activities; destroy records in accordance with federal and State laws, regulations, policies, and procedures governing various criminal justice information systems; interpret information received and transmitted; access information resources and/or databases; and dispatch specialized emergency support units when appropriate.

Provide dispatch support to various law enforcement entities and/or peace officers outside of the agency, following each entity's procedural guidelines and ensuring contracted services are performed; ensure adherence to the laws, regulations, policies, and procedures governing various criminal justice information systems.

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, query, clear, and delete warrants by accessing various criminal justice information systems; 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 in accordance with communications center policies and procedures; observe and coach on dispatch work at the computerized consoles; and provide instruction regarding policies, procedures, and functionality of the various criminal justice systems.

Perform related duties as assigned.

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CLASS CONCEPTS

Manager, Public Safety Dispatcher: Under general administrative direction incumbents plan, organize, coordinate, and oversee a variety of functions related to the management of dispatch operations and serve as the department’s representative in coordinating access to dispatch services by various agencies and other authorized federal, State, local, and civil entities. In addition, incumbents directly supervise Supervisor, Public Safety Dispatcher positions to include performance appraisals, work performance standards, work assignment and review, scheduling, training, and discipline; and may supervise other professional, technical, and administrative staff as assigned.

Incumbents develop, review, update, and implement policies, procedures, goals, objectives, and quality standards; analyze, draft, and submit new and proposed legislation, amendments, and regulations; analyze reports, resolve issues, and ensure compliance with laws, regulations, and policies; develop, administer, maintain, and provide mandated training and certification standards; initiate and oversee audits; participate in the development, implementation, monitoring, and approval of expenditures of budgets for assigned center operations; 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 as needed; represent the department at various state and national events including meetings, seminars, hearings, and training.

Incumbents participate in the design, development, implementation, and maintenance of computer aided dispatch consoles and various automated records management and reporting systems; participate in the development of requests for proposals and communicate multiple system needs; evaluate and recommend bids for service and equipment contracts.

Supervisor, Public Safety Dispatcher: Under general direction, incumbents perform the full range of duties described in the series concept and supervise Public Safety Dispatcher positions to include performance evaluations, work performance standards, work assignment and review, scheduling, training, and discipline. Incumbents assist in developing, reviewing, updating, and implementing center policies and procedures to ensure compliance with applicable federal, State, and local laws, regulations, and policies; assist in budget preparation by assessing equipment, training, travel, and staffing needs, and preparing cost projections; assist with implementing and providing training for staff and administer examinations to demonstrate proficiency; analyze legislation and regulations as requested.

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.

Public Safety Dispatcher: Under limited supervision, incumbents perform the full range of duties described in the series concept.

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.

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MINIMUM QUALIFICATIONS (cont'd)

INFORMATIONAL NOTES:

- * Incumbents must pass the NCIC certification examination within six months of appointment and recertify every two years thereafter as a condition of continuing employment.

MANAGER, PUBLIC SAFETY DISPATCHER

EDUCATION AND EXPERIENCE: Graduation from high school or equivalent education and 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, one year which was in a supervisory capacity; **OR** one year of experience as a Supervisor, Public Safety Dispatcher in Nevada State service. (*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; 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. Skill in: mathematical calculations 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 verbal presentations; coordinating and implementing work plans. **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, manage others, analyze, carry-out projects, consult, and offer advice; 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; 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; identify specific non-compliance areas or problems and initiate and prepare individual training courses on a variety of topics; 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.*

SUPERVISOR, PUBLIC SAFETY DISPATCHER

EDUCATION AND EXPERIENCE: Graduation from high school or equivalent education and 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 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 others; 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

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MINIMUM QUALIFICATIONS (cont'd)

SUPERVISOR, PUBLIC SAFETY DISPATCHER (cont'd)

ENTRY LEVEL KNOWLEDGE, SKILLS, AND ABILITIES (required at time of application): (cont'd)
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.*

PUBLIC SAFETY DISPATCHER

EDUCATION AND EXPERIENCE: Graduation from high school or equivalent education and one year of work experience; **OR** certification as a Public Safety Dispatcher; **OR** one year of experience as a Senior Communications Call Taker 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; communications center functions and capabilities to train others. **Working knowledge of:** security, confidentiality and privacy regulations; maintenance contracts for resolution of equipment malfunctions; location of 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; 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; recognize emergency situations and take appropriate action; *and all knowledge, skills, and abilities required at the lower levels.*

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.

	<u>11.117</u>	<u>11.118</u>	<u>11.120</u>	<u>11.122</u>	<u>11.124</u>	<u>11.126</u>
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 11/26/96UC			
REVISED:		10/1/97UC	10/1/97UC	10/1/97UC	10/1/97UC	10/1/97UC
REVISED:		12/18/00UC				
REVISED:		6/29/01UC	6/29/01UC	6/29/01UC	6/29/01UC	6/29/01UC
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
REVISED:	11/18/22UC	11/18/22UC	11/18/22UC	11/18/22UC	11/18/22UC	11/18/22UC
REVISED:	10/26/23UC	10/26/23UC	10/26/23UC	10/26/23UC	10/26/23UC	10/26/23UC
REVISED:		8/27/25UC	8/27/25UC	8/27/25UC		

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ABOLISHED:	8/27/25UC				8/27/25UC	8/27/25UC