

Joe Lombardo
Governor



Joy Grimmer
Director

Bob Ragar
Deputy Director

Bachera Washington
Administrator

STATE OF NEVADA
DEPARTMENT OF ADMINISTRATION
Division of Human Resource Management

515 E. Musser Street | Carson City, Nevada 89701
Phone: (775) 684-0150 | <http://hr.nv.gov> | Fax: (775) 687-9085

MEMORANDUM
HR#19-25

April 22, 2025

TO: DHRM Listserv Recipients

FROM: Bachera Washington, Administrator *Bachera Washington*
Division of Human Resource Management

SUBJECT: PROPOSED CLASSIFICATION CHANGES – PUBLIC SAFETY
DISPATCHER SERIES

Attached are revised 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 Deputy Administrator Keisha I. Harris at kiharris@admin.nv.gov no later than May 20, 2025.

If no written objections are received in this office by May 20, 2025, action will be taken to effect the changes, and a report will be made to the Human Resources Commission.

Attachments

NOTICE OF PROPOSED CLASSIFICATION CHANGES

Number: Posting #06-25
Posting Expires: May 20, 2025

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	EEO-4
11.117	Public Safety Dispatcher VI	37	F		<i>Abolish</i>		
11.118	Public Safety Dispatcher V	34	F	<i>11.118</i>	<i>Manager, Public Safety Dispatcher</i>	<i>37</i>	<i>F</i>
11.120	Public Safety Dispatcher IV	33	F	<i>11.120</i>	<i>Supervisor, Public Safety Dispatcher</i>	<i>35</i>	<i>F</i>
11.122	Public Safety Dispatcher III	31	F	<i>11.122</i>	<i>Public Safety Dispatcher</i>	<i>33</i>	<i>F</i>
11.124	Public Safety Dispatcher II	29	F		<i>Abolish</i>		
11.126	Public Safety Dispatcher I	27	F		<i>Abolish</i>		

Basis for Recommendation

At the request of the Department of Public Safety (DPS) Division of Records, Communications, and Compliance (DRCC), the Division of Human Resource Management (DHRM) conducted a review of the Public Safety Dispatcher series. Public Safety Dispatchers perform technical communications work in the operation of a district, central, or statewide communications center to include, 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; and providing reports, records, and other various information upon request and within legal authority.

In coordination with Subject Matter Experts within DPS, DRCC, and DHRM it is recommended that the current Public Safety Dispatcher VI, 11.117, grade 37 and Public Safety Dispatcher V, 11.118, grade 34 be combined into a newly titled Manager, Public Safety Dispatcher. It is further recommended that the Manager, Public Safety Dispatcher maintain the existing grade allocated to the Public Safety Dispatcher VI, a grade 37, as the majority duties of the class will remain consistent with that level.

11.118, Manager Public Safety Dispatcher, grade 37: Under administrative direction, and in addition to *being able to* perform the full range of 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 agencies and other authorized federal, State, local, and civil entities. In *addition, incumbents* directly supervise a staff of *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/or administrative staff as assigned. Incumbents participate in the development and implementation of 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 all laws, regulations, and policies; develop, administer, maintain, and provide mandated training and certification standards and effect audits

to ensure compliance; participate in the development, implementation, monitoring, and approval of expenditures of budgets for assigned center operations; represent the department at various state and national events including but not limited to, 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; 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.

In addition, it is recommended that the existing Public Safety Dispatcher IV, 11.120, grade 33 be retitled to Supervisor, Public Safety Dispatcher with an increase in two grades to a grade 35 and the existing Public Safety Dispatcher III, 11.122, grade 31 be retitled to Public Safety Dispatcher with an increase in two grades to a grade 33. The increase in grade is recommended due to recruitment and retention issues.

- 1) *Supervisor, Public Safety Dispatcher, 11.120, grade 35*: 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 develop, implement and update 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; 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.
- 2) *Public Safety Dispatcher, 11.122, grade 33*: Under limited supervision, incumbents perform the full range of duties described in the series concept and, in addition, provide training and guidance to other Public Safety Dispatchers as needed.

It is also recommended that the Public Safety Dispatcher II, 11.124, grade 28 and the Public Safety Dispatcher I, 11.126, grade 27 be abolished as the Senior Communications Call Taker, 11.125, grade 29 and Communications Call Taker, 11.127, grade 27 will be utilized to underfill the Public Safety Dispatcher as needed.

Lastly, the Series Concept, Class Concepts, and the Minimum Qualifications were amended to reflect the recommended changes.

These recommended changes will allow agencies more flexibility in the recruitment process by broadening the applicant pool which will then increase the number of total applicants that would be eligible for employment. Furthermore, the recommended changes will assist with retaining seasoned employees who leave State service due to salary concerns.

Throughout the review management and staff within DPS and DRCC and analysts within DHRM participated by offering recommendations and reviewing changes as the process progressed and they support the recommended changes to the class specification. In addition, the Department of Wildlife and the Taxicab Authority within the Department of Business & Industry also support the recommended changes.

Changes to the class specification are noted as follows: additions in blue and deletions in red.

The formal recommendations and specifications are on file with the Division Administrator, Human Resource Management. To view a copy in Carson City, go to 515 East Musser Street, Suite 101; in Las Vegas, go to 7251 Amigo Street, Suite 120. You may also view the recommendations and specifications online at https://hr.nv.gov/Sections/Classification/Proposed_Classification_Changes/ . For additional information call (775) 684-0137.

Objections to the proposed new classification must be received in writing by May 20, 2025. Objections should be addressed to Keisha I Harris, Deputy Administrator, Compensation and Classification Section of the Division of Human Resource Management, 515 East Musser Street, Suite 101, Carson City, Nevada 89701-4298.

POSTING DATE: April 22, 2025



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]
MANAGER, PUBLIC SAFETY DISPATCHER [V]	[34*]37	F	11.118
SUPERVISOR, PUBLIC SAFETY DISPATCHER [IV]	[33*]35	F	11.120
PUBLIC SAFETY DISPATCHER [III]	[31*]33	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]~~ *computer-aided system*; ~~[researching]~~ *accessing* various criminal justice ~~[records]~~ *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; ~~[and]~~ *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 ~~[computerized]~~ dispatch ~~[consoles]~~ *equipment proficiently*; ~~[and]~~ determine which information resource to access *and what should be transmitted* for expediency and situational relevance; ~~[interpret information received and transmitted;]~~ enter, retrieve, and edit data; ~~[and]~~ 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 ~~[State and federal]~~ *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* ~~[of]~~ various criminal justice ~~[records]~~ *information* 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, *query, clear*, and delete warrants by accessing ~~[the Nevada Criminal Justice Information System (NCJIS) and the National Crime Information Center (NCIC);]~~ *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.

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

[PUBLIC SAFETY DISPATCHER VI	37*	F	11.117]
MANAGER, PUBLIC SAFETY DISPATCHER [V]	[34*]37	F	11.118
SUPERVISOR, PUBLIC SAFETY DISPATCHER [IV]	[33*]35	F	11.120
PUBLIC SAFETY DISPATCHER [III]	[31*]33	F	11.122
[PUBLIC SAFETY DISPATCHER II	29*	F	11.124]
[PUBLIC SAFETY DISPATCHER I	27*	F	11.126]

Page 2 of 8

SERIES CONCEPT (cont'd)

Assist in training new employees and provide orientation *in accordance with* [tø] communications center policies and procedures; observe and coach *on* dispatch work at the computerized consoles; and[y] provide instruction [*in the authorized use, screen formatting and confidentiality standards*] *regarding policies, procedures, and functionality* of the various criminal justice [records] systems.

Perform related duties as assigned.

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.]~~

Manager, Public Safety Dispatcher [V]: Under *general* administrative direction, [~~and in addition to performing the full range of duties described in the series concept,~~] 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* [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~~] *Supervisor, Public Safety Dispatcher [IV]* positions to include performance appraisals, work performance standards, work assignment and review, scheduling, training, and discipline; *and* may supervise other professional, technical, and [~~/or~~] administrative staff as assigned.

[PUBLIC SAFETY DISPATCHER VI	37*	F	11.117]
MANAGER, PUBLIC SAFETY DISPATCHER [V]	[34*]37	F	11.118
SUPERVISOR, PUBLIC SAFETY DISPATCHER [IV]	[33*]35	F	11.120
PUBLIC SAFETY DISPATCHER [III]	[31*]33	F	11.122
[PUBLIC SAFETY DISPATCHER II	29*	F	11.124]
[PUBLIC SAFETY DISPATCHER I	27*	F	11.126]

Page 3 of 8

CLASS CONCEPTS

Manager, Public Safety Dispatcher [V]: (cont'd)

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* ~~[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].~~

Supervisor, 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]~~ *and supervise [lower-level]* 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.* ~~[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.]~~

~~[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 VI	37*	F	11.117]
MANAGER, PUBLIC SAFETY DISPATCHER [V]	[34*]37	F	11.118
SUPERVISOR, PUBLIC SAFETY DISPATCHER [IV]	[33*]35	F	11.120
PUBLIC SAFETY DISPATCHER [III]	[31*]33	F	11.122
[PUBLIC SAFETY DISPATCHER II	29*	F	11.124]
[PUBLIC SAFETY DISPATCHER I	27*	F	11.126]

Page 4 of 8

CLASS CONCEPTS (cont'd)

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 *recertify* 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.~~
- ~~* 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

[PUBLIC SAFETY DISPATCHER VI	37*	F	11.117]
MANAGER, PUBLIC SAFETY DISPATCHER [V]	[34*]37	F	11.118
SUPERVISOR, PUBLIC SAFETY DISPATCHER [IV]	[33*]35	F	11.120
PUBLIC SAFETY DISPATCHER [III]	[31*]33	F	11.122
[PUBLIC SAFETY DISPATCHER II	29*	F	11.124]
[PUBLIC SAFETY DISPATCHER I	27*	F	11.126]

Page 5 of 8

MINIMUM QUALIFICATIONS (cont'd)

[PUBLIC SAFETY DISPATCHER VI]

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

MANAGER, PUBLIC SAFETY DISPATCHER [V]

EDUCATION AND EXPERIENCE: ~~[Four]~~ *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, ~~[two years]~~ *one year* which ~~[were]~~ *was* in a ~~[lead worker or shift]~~ *supervisory* capacity; **OR** one year of experience as a *Supervisor*, 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: *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, organize and oversee the work and performance of a specific dispatch center;]~~ *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,*

[PUBLIC SAFETY DISPATCHER VI]	37*	F	11.117]
MANAGER, PUBLIC SAFETY DISPATCHER [V]	[34*]37	F	11.118
SUPERVISOR, PUBLIC SAFETY DISPATCHER [IV]	[33*]35	F	11.120
PUBLIC SAFETY DISPATCHER [III]	[31*]33	F	11.122
[PUBLIC SAFETY DISPATCHER II]	29*	F	11.124]
[PUBLIC SAFETY DISPATCHER I]	27*	F	11.126]

Page 6 of 8

MINIMUM QUALIFICATIONS (cont'd)

MANAGER, PUBLIC SAFETY DISPATCHER [V] (cont'd)

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

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; ~~[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.)]~~

SUPERVISOR, PUBLIC SAFETY DISPATCHER [IV]

EDUCATION AND EXPERIENCE: ~~[Three]~~ *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 [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]~~ *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 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.)]~~

PUBLIC SAFETY DISPATCHER [III]

EDUCATION AND EXPERIENCE: ~~[Two years]~~ *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. ~~[of experience in law enforcement communications]~~*

[PUBLIC SAFETY DISPATCHER VI	37*	F	11.117]
MANAGER, PUBLIC SAFETY DISPATCHER [V]	[34*]37	F	11.118
SUPERVISOR, PUBLIC SAFETY DISPATCHER [IV]	[33*]35	F	11.120
PUBLIC SAFETY DISPATCHER [III]	[31*]33	F	11.122
[PUBLIC SAFETY DISPATCHER II	29*	F	11.124]
[PUBLIC SAFETY DISPATCHER I	27*	F	11.126]

Page 7 of 8

MINIMUM QUALIFICATIONS (cont'd)

PUBLIC SAFETY DISPATCHER [III]

EDUCATION AND EXPERIENCE: (cont'd) ~~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]~~ *others*. **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 Telecommunications Program of Study and current certification from the International Academies of

~~[PUBLIC SAFETY DISPATCHER VI
MANAGER, PUBLIC SAFETY DISPATCHER [V]
SUPERVISOR, PUBLIC SAFETY DISPATCHER [IV]
PUBLIC SAFETY DISPATCHER [III]
[PUBLIC SAFETY DISPATCHER II
[PUBLIC SAFETY DISPATCHER I~~

37*	F	11.117]
[34*]37	F	11.118
[33*]35	F	11.120
[31*]33	F	11.122
29*	F	11.124]
27*	F	11.126]

Page 8 of 8

MINIMUM QUALIFICATIONS (cont'd)

[PUBLIC SAFETY DISPATCHER I

~~EDUCATION AND EXPERIENCE: (cont'd) Emergency Dispatch; **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):~~

~~**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 required 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.

	<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:		5/20/25UC	5/20/25UC	5/20/25UC		
ABOLISHED:	5/20/25UC				5/20/25UC	5/20/25UC