



## Classification Specification

**Classification Title: DISPATCHER**  
**Pay Grade: 4 FLSA: NON-EXEMPT**

### **Purpose of Classification:**

The purpose of this classification is to answer and process emergency and non-emergency calls through the Communications Center and to dispatch emergency and law enforcement personnel.

**Distinguishing Characteristics:** This is a single-level classification.

### **Essential Functions:**

*The following duties are typical for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.*

Answers incoming emergency and non-emergency calls: determines nature of call and correct signal and/or code; enters information into the Computer Aided Dispatch (CAD) System; and advises supervisors of all priority calls.

Provides lifesaving and pre-arrival instructions to callers in emergency medical situations: remains available to callers while units are en route; and checks medical status.

Dispatches the appropriate agency personnel to scene through use of radio and CAD systems: coordinates multi-unit response calls; maintains awareness of available response units; dispatches calls to available units; maintains contact with response units to provide information and instructions regarding emergencies; and assists in the coordination of correct response to emergencies.

Utilizes computer to enter and retrieve data/information related to police, fire, and emergency medical service activity: retrieves and relays information from the National Crime Information Center (NCIC), such as driver's license, weapon registration, vehicle tags, article identification numbers, date of birth, etc. to law enforcement personnel; enters and updates NCIC data, such as stolen items, missing persons, warrants, incident reports, and other information, as needed.

Identifies incorrect or outdated information contained in the CAD: prepares and completes update forms for changes of street names and/or addresses; and submits to supervisor for verification.

Performs other duties in support of department operations: answers incoming administrative lines and greets visitors; provides assistance and information and routes calls; enters tow and repossession logs;

processes requests and fees for fingerprint checks; and may train new hires and conduct testing for NCIC recertification.

Maintains a comprehensive, current knowledge and awareness of applicable regulations, policies, and procedures; maintains an awareness of new equipment, procedures, trends, and advances in the profession; participates in continuing education activities; and attends shift meetings, workshops, and seminars as appropriate.

Processes a variety of documentation associated with department/division operations, within designated timeframes and per established procedures: prepares, completes, receives, reviews, processes, forwards or retains, as appropriate, various forms, reports, incident reports, radio traffic logs, run sheets, records requests, alarm registrations, criminal histories, CAD reports, hit notifications, court dockets, security checks, receipts, and other documentation; compiles data for further processing or for use in preparation of department reports; and maintains computerized and/or hardcopy records.

Communicates with supervisor, law enforcement personnel, firefighting and emergency medical services personnel, other City employees, other public safety agencies, the public, and other individuals as needed to coordinate work activities, review status of work, exchange information, or resolve problems.

Operates and utilizes a variety of equipment to complete essential functions: operates a personal computer to enter, retrieve, review, or modify data, utilizing word processing, spreadsheet, database, Internet, e-mail, or other software; and operates general office or other equipment, as necessary.

## **Minimum Qualifications:**

High school diploma or GED required; supplemented by one (1) year of work experience that shows an ability to maintain steady employment in any field; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

**Specific License or Certification Required:** Must possess and maintain a valid South Carolina driver's license. Must possess and maintain the following certifications: South Carolina Criminal Justice Academy Class 4; NCIC; NIMS 100/700; and South Carolina E911. May require possession and maintenance of additional certifications depending on assignment.

## **Performance Aptitudes:**

**Data Utilization:** Requires the ability to review, classify, categorize, prioritize, and/or analyze data. Includes exercising discretion in determining data classification, and in referencing such analysis to established standards for the purpose of recognizing actual or probable interactive effects and relationships.

**Human Interaction:** Requires the ability to work with and apply principles of persuasion and/or influence over others to coordinate programs or activities of a project, and resolve typical problems associated with the responsibilities of the job.

**Equipment, Machinery, Tools, and Materials Utilization:** Requires the ability to operate, maneuver, and/or control the actions of equipment, machinery, tools, and/or materials requiring complex and/or rapid adjustments.

**Verbal Aptitude:** Requires the ability to utilize a wide variety of reference, descriptive, and/or advisory data

and information.

**Mathematical Aptitude:** Requires the ability to perform addition, subtraction, multiplication, and division; the ability to calculate decimals and percentages; the ability to utilize principles of fractions; and the ability to interpret graphs.

**Functional Reasoning:** Requires the ability to apply principles of rational systems; to interpret instructions furnished in written, oral, diagrammatic, or schedule form; and to exercise independent judgment to adopt or modify methods and standards to meet variations in assigned objectives.

**Situational Reasoning:** Requires the ability to exercise judgment, decisiveness, and creativity in situations involving evaluation of information against measurable or verifiable criteria.

## **ADA Compliance:**

**Physical Ability:** Tasks require the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing, and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or workstation.

**Sensory Requirements:** Some tasks require the ability to perceive and discriminate colors or shades of colors, sounds, taste, odor, depth, texture, and visual cues or signals. Some tasks require the ability to communicate orally.

**Environmental Factors:** Essential functions are regularly performed without exposure to adverse environmental conditions.

*The City of Simpsonville is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages prospective and current employees to discuss potential accommodations with the employer.*