



JOB DESCRIPTION

Department	Police
Location	Roger Prange, 8600 Green Bay Road, Pleasant Prairie WI 53158
Job Title	Public Safety Dispatcher (3 rd Shift)
Classification	Hourly/Non-exempt
Pay Range	Level I: \$21.15/hr. - \$29.18/hr. 5D01 Level II: \$23.08/hr. - \$32.31/hr. 5E01.

Job Summary

The Public Safety Dispatcher is a full-time technical position in the Municipal Services Department of the Village of Pleasant Prairie and reports directly to the Law Enforcement Support Manager. The primary responsibility of this position is the prompt and professional dispatch services for the Village Police, Fire, EMS, and Public Works departments. This 3rd shift position is scheduled from 11:00 p.m. – 7:00 a.m. and follows an eight (8) hour rotating schedule (five (5) days on, two (2) days off, five (5) days on, three (3) days off) which requires availability for holidays, weekends, and occasional overtime.

Job Duties

Public Safety Dispatcher – Level I

- Utilizes multi-line telephone system to answer non-emergency and emergency calls, determines and prioritizes situations and response needed; and dispatches the appropriate department units in accordance with established procedures.
- Utilizes Base Station Radios, Computer Aided Dispatch (CAD), Mobile Data Computers (MDC), and Touch Screen Consoles and records details of all calls, dispatches, and messages with digital recording equipment.
- Operates TIME system for Department of Transportation, Crime Information Bureau, and National Crime Information Center.
- Calmly and clearly questions callers to determine their location, the nature of the call, and determines the type of response required.
- Effectively relays information and messages to and from emergency sites, law enforcement agencies, and to all other individuals or groups requiring notification.
- Receives multiple incoming telephone calls regarding emergency and non-emergency police/fire service and after hour calls for departments within the Village.
- Maintains and accesses highly confidential, sensitive and private information.
- Understands and applies the department's established policies, procedures, and strategies to promote effective local, state, or national security operations for the protection of people, data, and property.
- Contributes to a positive work culture, promotes teamwork, and provides excellent service to the community.

Public Safety Dispatcher – Level II

In addition to Level I

- Assists with the maintenance and updates for standard operating procedures (SOP's) for Fire, Police, and Public Safety departments.
- Monitors data entry and radio transmissions for accuracy and ensures compliance.
- Effectively communicates policy changes to respective departments.
- Supports the training and onboarding processes of new Public Safety Dispatchers.
- May be assigned to special projects to support department training initiatives for Public Safety Dispatch, Fire, and Police departments.
- Familiar with and utilizes Computer Aided Dispatch (CAD), Mobile Data Computers (MDC), and Touch Screen Consoles computers and software.
- Proficient in the use of a multi-line telephone system, Base station radios, and TTY or TDD for the physically challenged.
- Familiar with relevant equipment, policies, procedures, and strategies to promote effective local, state, or national security operations for the protection of people, data, and property.

Physical Requirements

- Frequent public interaction requires the ability to communicate information and ideas so others will understand. Must be able to exchange accurate information in these situations.
- Constantly operates computer, phone, copier, and other office equipment.
- Must be able to sit for long periods of time with limited or no breaks.

- Occasionally positions self to maintain files in filing cabinets which may require lifting and moving paper files and document boxes weighing up to 20 pounds across the Police Department facility.

Requirements - educational, certifications and experience – Level I

- High School Diploma or the equivalent required.
- Experience with police, fire, emergency, or related dispatch services, preferred.
- Ability to obtain Wisconsin TIME System Certification.
- Ability to complete APCO International Public Safety Telecommunicator 1 Training Course.
- Possesses excellent organizational and multitasking abilities.
- Active listener and possesses outstanding communication skills to collaborate with others under any type of condition and relay information in a fast-paced environment.
- Ability to work under stress and remain calm and to calm other people during rapidly changing circumstances.

Requirements - educational, certifications and experience – Level II

In addition to Level I

- 2+ years of experience with police, fire, emergency, or related dispatch services.
- Current Wisconsin TIME System Certification.
- Completion of APCO International Public Safety Telecommunicator 1 Training Course.
- Ability to obtain APCO International Communications Training Officer (CTO) Certification.

I have read and understand the job duties and physical requirements of this position.

Signature

Date

Village of Pleasant Prairie is an Equal Opportunity Employer.