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| <b>Summary</b> | Dispatchers receive emergency and non -emergency calls by telephone, radio system, or computer-aided dispatch system (CAD). They question callers to obtain the information needed to determine an appropriate course of action and coordinate the response as appropriate. They also must create and maintain logs of all calls received and prepare reports as necessary.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| <b>KSAs</b>    | <p><b>Knowledge of:</b> CAD dispatch operating techniques and procedures including Terminal Operator Certification (TOC); Agency rules, policies and procedures and Arizona Statutes pertaining to the agency; communication equipment such as radio consoles, telephones, paging systems and computerized warrant systems; peripheral IT equipment, including mass storage devices, communications systems and on-line capabilities; principles and processes for providing customer service and customer need assessment; standard and Federal Communications Commission radio and telephone transmission procedures and/or agency-specific knowledge such as law enforcement, wildlife management or health care that is the basis for all communications to and from these positions; various communications equipment and procedures sufficient to request emergency assistance as needed; agency specific programs and procedures to assist in determining appropriate dispatch response. Arizona Criminal Justice Information System (ACJIS) and all its state and federal requirements and guidelines for usage and dissemination. Arizona Management System (AMS) and its principles and practices.</p> <p><b>Skill in:</b> operating a variety of communications equipment; active listening and asking appropriate questions as well as talking to others to convey information effectively; using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems; operating auxiliary and peripheral IT and communications equipment; troubleshooting to determine causes and identify solutions; time management and organizational skills; problem solving; developing and maintaining professional working relationships;</p> <p><b>Ability to:</b> use deductive reasoning in applying general rules to specific problems to produce the best solutions or actions; maintain confidentiality of information; communicate clearly both verbally and in writing, concisely and effectively during stressful situations, using position-specific terminology; handle varying and unpredictable situations, including emergency and crisis situations; work independently; read topographical maps and aerial photos to determine incident locations; prioritize and pay attention to details; access information from various databases and input data if required; exercise good judgment while working under pressure during emergency situations; input data at a speed necessary for successful job performance. Use AMS principles and practices to identify waste, efficiency gaps and solve problems; lead PDCA process to develop and implement countermeasures; and implement standard work.</p> |

## Dispatcher - Individual Contributor Track

| Job Title                 | DISPATCHER                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | DISPATCHER SENIOR                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|---------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Job Code                  | S10211                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | S10212                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| Job Function              | Communications/Support                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Communications/Support                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| Grade                     | 18                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | 19                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| FLSA Status               | Non-Exempt                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Non-Exempt                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| Level Description         | <p>This level includes trainees and new hires up to and including the seasoned professional in the job family with in-depth knowledge of the discipline and basic knowledge of related disciplines. This is the level of full competence that all professionals are encouraged to achieve in the function. Has accountability for ongoing activities or objectives and may lead or participate in projects. May represent the level at which career may stabilize.</p>                                                                         | <p>Is recognized as an expert in own area within the organization. Has specialized depth and/or breadth of expertise in own discipline or function. Interprets issues and recommends solutions or best practices. Solves complex problems, taking a broader perspective to identify solutions. Acts as a resource to lower level colleagues. May lead functional teams or projects. It is not expected that all employees will advance to this level. May act as an acting supervisor as needed. May be assigned to represent unit on various committees; may be asked to train newly assigned personnel.</p> |
| Duties & Responsibilities | <p>Individual positions may be responsible for some or all of the listed duties and/or other related duties.</p> <ul style="list-style-type: none"> <li>Operates various communication systems and equipment to assist in the daily operations of a dispatch communication center.</li> <li>Dispatches emergency and non-emergency personnel as necessary to aid field personnel or the general public.</li> <li>Receives inbound calls and correspondence regarding in-progress violations or other public safety related concerns</li> </ul> | <p>Individual positions may be responsible for some or all of the listed duties and/or other related duties.</p> <ul style="list-style-type: none"> <li>Work similar to the Dispatcher but that may be more difficult or complex.</li> <li>Resolves issues with calls or situations elevated from a lower level</li> <li>Acts as a resource to lower-level dispatchers and may assist with training.</li> <li>Serves in a lead capacity and helps guide less seasoned dispatchers through complex calls and scenarios.</li> </ul>                                                                             |

## Dispatcher - Individual Contributor Track

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|                                           | <ul style="list-style-type: none"> <li>• Maintains a variety of logs of incoming and outgoing transmissions in order to track and monitor all calls.</li> <li>• Monitors status of field operations, personnel and equipment.</li> <li>• Answers inquiries regarding rules and regulations, program information, laws and policies &amp; procedures</li> <li>• Performs a variety of documentation and other clerical activities.</li> <li>• Coordinates with other state, federal and local agencies to resolve criminal or other public safety related issues.</li> <li>• Handles calls from justice courts, Arizona interagency dispatch center and other agencies regarding warrant status or other public safety related issues.</li> </ul> | <ul style="list-style-type: none"> <li>• Assists with or may have responsibility for creating standard work or process flow documents for the area.</li> <li>• Identifies areas for improvement and assists in problem solving for the work group..</li> </ul>                       |
| <b>Supervision Exercised</b>              | None                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Typically none but may serve as a lead worker.                                                                                                                                                                                                                                       |
| <b>Supervision Received</b>               | Works under general supervision                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Works under general supervision                                                                                                                                                                                                                                                      |
| <b>Financial/Fiduciary Responsibility</b> | None                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | None                                                                                                                                                                                                                                                                                 |
| <b>Decision-Making Authority</b>          | Interprets policies and procedures.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Participates in the establishment of guidelines and policies                                                                                                                                                                                                                         |
| <b>Education &amp; Experience</b>         | Any combination of training and experience that meet the knowledge, skills, and abilities (KSAs); typical ways KSAs are obtained may include but are not limited to: relevant degree from an accredited college or university, coursework and work experience relevant to assignment                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Any combination of training and experience that meet the knowledge, skills, and abilities (KSAs); typical ways KSAs are obtained may include but are not limited to: relevant degree from an accredited college or university, coursework and work experience relevant to assignment |

## Dispatcher - Individual Contributor Track

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| <b>Licensure / Certification</b>   |                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                      |
| <b>Other Selective Preferences</b> |                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                      |
| <b>Work Environment</b>            | Primary duties of a sedentary nature answering telephones, radios or watching video monitors, input data into computer terminals and writing data in logs in a controlled indoor environment. Some situations can be of an urgent, stressful nature. | Primary duties of a sedentary nature answering telephones, radios or watching video monitors, input data into computer terminals and writing data in logs in a controlled indoor environment. Some situations can be of an urgent, stressful nature. |
| <b>Additional Factors</b>          | Extended and/or irregular work hours: rotating shifts including weekends and holidays. Some situations can be of an urgent, stressful nature.                                                                                                        | Extended and/or irregular work hours: rotating shifts including weekends and holidays. Some situations can be of an urgent, stressful nature.                                                                                                        |

**\*\*\*\*\*USE OF THESE CLASSES PRECLUDES THE USE OF ANY AUN OR ACV DISPATCHER JOB CODES\*\*\*\*\***