

NOTICE OF POSITION VACANCY
And

CLASSIFICATION DESCRIPTION

P S E A

External/Internal Advertisement

DATE: July 30, 2008 CLOSSES: **Opened until Filled**

TO: All Interested Persons

FROM: Human Resources Department/City of Fairbanks

POSITION: Radio Dispatcher

CLASSIFICATION NO.: 2103 PAY SCALE: \$ Scale

DEPARTMENT: Fairbanks Police Department

NATURE OF WORK

The positions of this class are responsible for operating a variety of technical communications equipment for receiving, filing and transmitting information relative to City and State law enforcement, fire, emergency medical, public works, and other emergency activities. Work involves receiving and carefully screening calls to determine appropriate type and level of assistance required and deploying City or area law enforcement, fire or public works personnel. Occasionally, employees are required to perform under considerable stress situations and use discretionary judgment when emergency situations arise. Work also includes the performance of a variety of recording and office support tasks associated with communication centers and the department served. Work includes the operation of the Public Safety PBX Switchboard, screening calls coming into the building, assisting public entering the building, typing criminal court complaints, and handling minor police reports and services. After an initial familiarization and training period, employees are required to work with considerable independence, subject to special instructions or orders to meet special operating circumstances for emergencies. General supervision is received from a shift supervisor who reviews work for courtesy, efficiency, and effectiveness of communication services provided through the examination of records and by observation. The individual is also responsible for access and dissemination of information retrieved from the State, National and department computerized records system.

Assignments include, but are not limited to: receives and answers inquiries with respect to calls for assistance, service or general information by querying the caller to determine location, kind of incident and other pertinent information, thereafter logs RACA call in the department's Computer Aided Dispatch (CAD) system, determines the type of assistance or services needed, relays and dispatches the appropriate Public Safety field units by receiving and transmitting messages, orders or instructions to mobile units to investigate complaints, automobile accidents, robberies, vandalism and other related emergencies; receives and transmits messages, orders or instructions to mobile fire units to dispatch additional fire units or obtain other pertinent information or services; processes and secures service for information required by field units by contacting other municipal or state agencies to obtain information; maintains fire dispatch or police log of all communications, traffic and message received and relayed for an assigned shift. Maintains tapes of all radio transmissions and telephone traffic; monitors radio communications of other municipal and State police agencies. The individual receives and initiates processing of walk-in criminal complaints in the stations; types initial paperwork for all field officers upon request and acts as receptionist and directs members of the public to the appropriate police division or

other agencies for assistance; receives payment made to the City for bicycle fees; utilizes and operates police radio. Individual is also responsible for access and dissemination of information retrieved from the State and National communications record system; and performs related work as assigned.

The preceding examples are representative of assignments performed by this class and are not intended to be inclusive.

KNOWLEDGE, SKILLS AND ABILITIES

These factors will be the basis for selecting those qualified candidates to be interviewed. Candidates selected for employment must satisfactorily demonstrate possession of these factors during a prescribed probationary period for continued employment.

DEMONSTRATE:

Ability to speak in a clear, concise and well-modulated voice.

Ability to learn, within a reasonable period of training, the operation of a radio communication transmitter-receiver unit.

Ability to think clearly and act quickly and calmly in emergency situations.

Ability to organize detail quickly and logically and to carry on a number of actions simultaneously under pressure.

Ability to receive and relay information on a radio transmitter receiver unit.

Ability to operate a computer terminal.

Ability to become familiar with street and building locations within the City of Fairbanks.

Ability to establish and maintain effective working relations with supervisors, co-workers, public and private officials, and the general public.

Ability to maintain records accurately and legibly.

Ability to type a minimum of 50 words per minute with a maximum of 4 errors.

MINIMUM REQUIREMENTS

Persons applying for this position should have the following experience and/or training:

Graduation from an accredited high school or equivalent.

Six (6) months experience as a clerk typist or equivalent.

Any experience which would demonstrate the ability to perform the work.

A minimum typing speed of 50 words per minute with a maximum of 4 errors. Applicants will be required to take a typing test from a reliable agency and have the results attached at the time the application is received.

Will be required to work shifts.

Individuals interested in applying for this position should contact the City of Fairbanks Human Resources Office, 800 Cushman Street, Fairbanks, Alaska 99701, phone 459-6780.

The City of Fairbanks is an Equal Opportunity Employer, M/F.

THERESA M. STRLE
City Mayor

REV: 02/86
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Signature

Date