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| **Job Task Analysis** | | | |
| **Job Identification: 40-5032** | | | |
| **Job Title** | | Certified Dispatching Professional | |
| **Job Purpose** | | A Certified Dispatching Professional primary function is to answer emergency and non-emergency calls for police and other city services using a multi-line telephone and 911 systems. Employees in this class are responsible for fast, efficient and accurate receiving, dispatching and processing of calls and messages from and to police vehicles and personnel on an assigned shift. | |
| **What are related job titles?** | | \* Federal Agencies  \* State Agencies - police and fire  \* City/County Departments  \* Security Organizations  \*Radio Operator, \*Telecommunication Operator | \* Communications Specialist  \* Military   * Army - 15W, radio operator * Navy - 2445, aerial cameraman * Airforce - 11K3A, airfield operations * Marines - 7314, helicopter crew chief * Coast Guard - 56, search and rescue   \* Tribal Agencies  \*Radio Electronics Officer (REO)  \*Radio Electronics Technician (RET) |
| **What are the functions/tasks of the position?** | | * \*Question callers to determine their locations, and the nature of their problems to determine type of response needed. * \*Determine response requirements and relative priorities of situations, and dispatch units in accordance with established procedures. * \*Record details of calls, dispatches, and messages. | * \*Scan status charts and computer screens, and contact emergency response field units to determine emergency units available for dispatch. * \*Receive incoming telephone or alarm system calls regarding emergency and non-emergency police and fire service, emergency ambulance service, information, and after-hours calls for departments within a city. |
| **Importance** | **Knowledge** | **Skills** | **Abilities** |
| High - 1 Average - 2  Low - 3 | \* Law and Government - 2  \* Public Safety and Security -1  \* English Language- 2  \*Clerical  \* Computers and Electronics – 1  \*Customer service -1 | \* Active Listening - 2  \* Critical Thinking - 2  \* Reading Comprehension - 3  \* Speaking - 2  \* Writing - 1  \* Confidentiality – 1  \*Social preparedness – 1  \*Coordination - 3 | \* Flexibility of Closure - 2  \* Inductive Reasoning - 2  \* Selective Attention - 2  \* Problem sensitivity - 1  \* Oral Comprehension and expressions - 3 |
| **Professional Conduct Regulation** | | Code of Ethics  Standards of Professional Conduct  Confidentiality standards | |
| **Median Salary** | | $40.660 per year | |
| **Education** | | High school diploma | |
| **2018 Jobs** | | 98.000 | |
| **2028 Jobs** | | 10,100 | |
| **Increase by 2020** | | + 4-6% | |

Statistics obtained from Bureau of Labor Statistics.