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| **Agency:** | **Strength Classification: Light Work** |
| Job Title: | Emergency Services Dispatcher  |
| Department: | Police and Fire | Job Code #: |  |
| Location: | Office  | Travel Required: |  |
| Position Type: | Community Services | Hours Per Shift: |  |
| Job Description Summary |
| Operates communication equipment to receive incoming calls for assistance and dispatches personnel and equipment to scene of emergency; Operates telephone console to receive incoming calls for assistance; Questions caller to determine nature of problem and type and number of personnel and equipment needed, following established guidelines. Scans status charts and computer screen to determine units available. Monitors alarm system signals that indicate location of fire or other emergency. Operates two-way radio to dispatch police, fire, medical and other personnel and equipment and to relay instructions or information to remove units; Types commands on computer keyboard to update files and maintain logs; Tests communications and alarm equipment and backup systems to ensure serviceability; Communicates pre-arrival instructions to caller utilizing knowledge of emergency medical techniques. May activate alarm system to notify fire stations. |

**Physical Demands:**

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| **Body Postures:*** Standing: Occasional
* Sitting: Constant
* Kneeling: Seldom
 | **Use of Hands:*** Grasping/Handing: Seldom
* Powerful Grasp: Seldom
* Fine Manipulation: Frequent
* Keyboarding: Constant
 | **Lift/Carry (Weight plus Distance):*** 0-10 lbs. up to 300 ft.: Occasional
* 11-25 lbs. up to 300 ft.: Seldom
* 26-50 lbs. up to 100 ft.: None
* 51-100 lbs. up to 100 ft.: None
 |
| **Body Movements:*** Walking: Occasional
* Bending/Stooping: Seldom
* Reaching Overhead: Seldom
* Reaching Forward: Occasional
* Squatting: Seldom
* Twisting/Turning: Seldom
 | **Push/Pull:**Using Tools/Equipment:* 0-10 lbs.: Seldom
* 11-25 lbs.: None

Moving Supplies/Equipment:* 0-10 lbs.: Seldom
* 11-25 lbs.: None
* 26-50 lbs.: None
* 10-100 lbs.: None
* > 100 lbs.: None
 | **Environment:*** Dust: Seldom
* Noise: Occasional
* Vibration: Seldom
* Excessive Heat: Seldom
* Excessive Cold: Seldom
* Traffic Hazards: Seldom
* Moving Equipment/Machinery: Seldom
* Trip/Fall Obstacles: Seldom
 |
| **Job Specific:*** Indoors: Constant
* Outdoors: Seldom
* Power Tools/Equipment Use: None
* Driving – Vehicle/Equipment: Seldom
* Sight/Hearing/Speech/Smell/Touch: Constant
 | **Additional Comments:** |

| **Strength level** | **Duration of lifting or carrying** |
| --- | --- |
| **Seldom** | **Occasionally** | **Frequently** | **Constantly** |
| **Light work** | 11-20 pounds | 11-20 pounds | 1-10 pounds | Negligible weight |
| **Medium work** | 21-50 pounds | 21-50 pounds | 11-25 pounds | 1-10 pounds |
| **Heavy work** | 51-100 pounds | 51-100 pounds | 26-50 pounds | 11-20 pounds |
| **Very heavy work** | >100 pounds | >100 pounds | >50 pounds | >20 pounds |

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| **Last Updated By:** |  | **Date/Time:** |  |