

POSITION FUNCTIONS AND RESPONSIBILITIES

Communications Coordinator

The Communications Coordinator reports directly to the Assistant Chief of Police of the Lincoln Police Department. This position assumes responsibility for administrative and technical work supervising and coordinating the total operation of the Emergency Communication Center and the City's radio communication system. This position is also referred to as Manager both internally and by other agencies.

Communications Supervisor

The Communications Supervisor reports directly to the Communications Coordinator. This position is responsible for the operational components of the Communications Center. Work involves researching and responding to inquiries and complaints from citizens and user agencies, developing improved methods and procedures for department operation, workflow, reporting structures, prepares and submits operational reports and acts as liaison to user agencies. The Communications Supervisor may act for the unit manager as required as well as exercising supervision over subordinate staff. This position is referred to as Operations Coordinator both internally and by other agencies.

Operations Quality Assurance Coordinator

This position performs the duties related to the administration of the Emergency Medical Dispatch Quality Assurance Program, overall Quality Assurance Program and other administrative duties as assigned by Center Management. Supervision is received from the Communications Coordinator with work being reviewed in the form of reports, conferences, and effectiveness of EMD and quality assurance programs.

Systems Specialist III

This position is responsible for guiding the agency's technical work that is performed by them and subordinates directly related to the technology employed by the agency. This position while of management level with direct reports also routinely performs call take/dispatch duties. General supervision is provided by the Communications Coordinator with work being reviewed through effectiveness of programs, plan review and efficiencies.

Systems Specialist I

This position is responsible for technical work using computer programs and programming techniques in the development and maintenance of a program for a specific area within a total departmental operation. This is a support position for all facets of the organization, including clerical support. General supervision is received from the Communications Coordinator when performing routine duties and from the Systems Specialist III for technology related duties with work being reviewed through effectiveness of programs and accuracy of daily work.

Emergency Services Dispatcher II / Technical Support

The employee assigned to this classification splits their time performing duties of Emergency Services Dispatcher II and Technology Support. Responsibilities of this position include routine CAD administration, geobase maintenance, back-up and restoration of the CAD system, MSAG management, and GIS development and maintenance relative to public safety communications. In addition, this employee must have extensive knowledge of the computer hardware and software used by the Center, maintain various reference files for use as a back-up system, and consult with management and staff on design and implementation of new technology projects, including but not limited to CAD. Supervision is received from Emergency Services Dispatcher III when performing call receiving/dispatch duties and from the Systems Specialist III for technology related duties.

Emergency Services Dispatcher III

This is a supervisory position, which coordinates the activities of the Emergency Communications Center on an assigned shift, including the supervision of Emergency Services Dispatchers and Call Takers. This position works closely with administration to ensure the goals of the organization are met. Supervision is received from the Operations Coordinator with work reviewed in the form of performance, reports and conferences.

Emergency Services Dispatcher II

Work involves operating an emergency services console and other emergency services equipment, receiving and dispatching calls for police, sheriff units, and fire/rescue companies within the emergency medical system. Responsibilities include operating radio consoles; CAD (computer aided dispatch); receiving calls via 911 emergency and non-emergency phone lines; performing emergency medical dispatch (EMD) screening and prioritization of all EMS calls; performing radio tests on communication equipment; maintaining logs and records of calls received with nature and disposition of each dispatch; maintaining CAD status monitor of units in/out of service; transferring referral calls to the proper local, state or federal agencies. In the absence of an Emergency Services Dispatcher III, the most senior employee on duty will assume the responsibility of supervisor for the shift. Work requires the prompt, efficient, and accurate receiving, dispatching and processing of emergency services calls over 911 and related seven-digit system from the general public and other authorized personnel requiring emergency actions by the police, sheriff, fire, EMS units, fire/rescue squads and other emergency services. All ESD II employees will be required to train probationary employees as assigned to them by management. Supervision is received from the shift supervisor.

Police Services Specialist

Employees in this job class are proficient in the operation of NCIC and Data Entry. Additionally, work involves operating an emergency services radio console and other emergency communication equipment, receiving calls for police, sheriff units, fire/rescue companies, and emergency medical system. Responsibilities include: operating radio consoles, CAD (computer aided dispatch), receiving calls via 911 emergency and non-emergency phone lines, performing emergency medical dispatch (EMD) screening and prioritization of all EMS calls, performing radio tests on communication equipment, maintaining logs and records of calls received including nature and disposition of each dispatch, and transferring referral calls to the proper local, state or federal agencies. Work requires the prompt, efficient, and accurate receiving and processing of emergency services calls over 911 and related ten-digit system from the general public and other authorized personnel requiring emergency actions by the police, sheriff, fire, EMS units, fire/rescue squads and other emergency services.

Emergency Services Dispatcher I

Work involves operating an emergency services radio console and other emergency communication equipment, receiving and dispatching calls for Police, Sheriff, Fire/Rescue companies, and emergency medical system. Responsibilities include operating radio consoles; CAD (computer aided dispatch); receiving calls via 911 emergency and non-emergency phone lines; performing emergency medical dispatch (EMD) screening and prioritization of all EMS calls; performing radio tests on communication equipment; maintaining logs and records of calls received including nature and disposition of each dispatch; maintaining CAD status monitor of units in/out of service; transferring referral calls to the proper local, state or federal agencies. Work requires the prompt, efficient, and accurate receiving, dispatching and processing of emergency services calls over 911 and related ten-digit system from the general public and other authorized personnel requiring emergency actions by the Police, Sheriff, Fire, EMS units, Fire/Rescue squads and other emergency services. Employees may be promoted to the classification of Emergency Services Dispatcher II after two years of services and successful completion of the promotion exam. Supervision is received from the shift supervisor.

Emergency Services Call Taker

Work involves operating a computer aided dispatch (CAD) console, receiving and dispatching calls for fire/rescue companies, and emergency medical system. Responsibilities include operating radio consoles and related emergency communication equipment; receiving calls via 911 emergency and non-emergency phone lines; performing emergency medical dispatch (EMD) screening and prioritization of all EMS calls; performing radio tests on communication equipment; maintaining logs and records of calls received including nature and disposition of each dispatch; maintaining CAD status monitor of units in/out of service; transferring referral calls to the proper local, state or federal agencies. Requires prompt, effective and accurate receiving, dispatching and processing of emergency service calls over the 911 and related emergency system, from the general public and other authorized personnel requiring emergency action from fire, medical rescue squads or related emergency services. Supervision is received from the shift supervisor.

Emergency Services Trainee

Newly hired employees perform the duties of an Emergency Services Dispatcher I under the supervision of an Emergency Services Dispatcher II or Emergency Services Dispatcher III. Newly hired employees will have a probation period of six months during which they will work several different shifts to provide exposure to all aspects of the working environment of the center. Supervision is received from the ESDII Trainer when assigned and shift supervisors as coordinated by the Operations Training Coordinator.