

POSITION DESCRIPTION						
1. Position Number			2. Explanation (show any positions replaced)			
3. Reason for Submission <input type="checkbox"/> New <input type="checkbox"/> Redescription <input type="checkbox"/> Reestablishment <input type="checkbox"/> Standardized PD <input type="checkbox"/> Other						
4. Service <input type="checkbox"/> HQ <input type="checkbox"/> Field	5. Subject to Identical Addition (IA) Action <input type="checkbox"/> Yes (multiple use) <input type="checkbox"/> No (single incumbent)					
6. Position Specifications Subject to Random Drug Testing <input type="checkbox"/> Yes <input type="checkbox"/> No Subject to Medical Standards/Surveillance <input type="checkbox"/> Yes <input type="checkbox"/> No Telework Suitable <input type="checkbox"/> Yes <input type="checkbox"/> No Fire Position <input type="checkbox"/> Yes <input type="checkbox"/> No Law Enforcement Position <input type="checkbox"/> Yes <input type="checkbox"/> No			7. Financial Statement Required <input type="checkbox"/> Executive Personnel-OGE-278 <input type="checkbox"/> Employment and Financial Interest-OGE-450 <input type="checkbox"/> None required		10. Position Sensitivity and Risk Designation <u>Non-Sensitive</u> <input type="checkbox"/> Non-Sensitive: Low-Risk <u>Public Trust</u> <input type="checkbox"/> Non-Sensitive: Moderate-Risk <input type="checkbox"/> Non-Sensitive: High-Risk <u>National Security</u> <input type="checkbox"/> Noncritical-Sensitive: Moderate-Risk <input type="checkbox"/> Noncritical-Sensitive: High-Risk <input type="checkbox"/> Critical-Sensitive: High-Risk <input type="checkbox"/> Special Sensitive: High-Risk	
		8. Miscellaneous Functional Code: -- BUS: --	9. Full Performance Level Pay Plan: Grade:			
11. Position is <input type="checkbox"/> 2-Supervisory <input type="checkbox"/> 4-Supervisor (CSRA) <input type="checkbox"/> 5-Management Official <input type="checkbox"/> 6-Leader: Type I <input type="checkbox"/> 7-Leader: Type II <input type="checkbox"/> 8-Non-Supervisory		12. Position Status <input type="checkbox"/> Competitive <input type="checkbox"/> SES <input type="checkbox"/> Excepted (specify in remarks) <input type="checkbox"/> SL/ST			15. Fair Labor Standards Act <input type="checkbox"/> Exempt <input type="checkbox"/> Nonexempt	
	13. Duty Station	14. Employing Office Location	16. Cybersecurity Code #1: #2: -- #3: --	17. Competitive Area Code: Competitive Level Code:		
18. Classified/Graded by	Official Title of Position		Pay Plan	Occupational Code	Grade	Initial Date
a. Department, Bureau, or Office						
b. Second Level Review			--		--	
19. Organizational Title of Position (if different from, or in addition to, official title)			20. Name of Employee (if vacant, specify)			
21. Department, Agency, or Establishment U.S. Department of the Interior			c. Third Subdivision			
a. Bureau/First Subdivision			d. Fourth Subdivision			
b. Second Subdivision			e. Fifth Subdivision			
22. Supervisory Certification. I certify that this is an accurate statement of the major duties and responsibilities of this position and its organizational relationships and that the position is necessary to carry out Government functions for which I am responsible. This certification is made with the knowledge that this information is to be used for statutory purposes relating to, but not limited to: FLSA determinations; position sensitivity and requirements; and appointment/payment of public funds. False or misleading statements may constitute violations of such statutes or their implementing regulations.						
a. Typed Name and Title of Immediate Supervisor			b. Typed Name and Title of Higher-Level Supervisor or Manager (optional)			
Signature		Date	Signature		Date	
23. Classification/Job Grading Certification. I certify that this position has been classified/graded as required by Title 5, U.S. Code, in conformance with standards published by the U.S. Office of Personnel Management or, if no published standards apply directly, consistently with the most applicable published standards.			24. Position Classification Standards Used in Classifying/Grading Position			
Typed Name and Title of Official Taking Action						
Signature		Date				
25. Position Review	Initials	Date	Initials	Date		
a. Supervisor						
b. Classifier						
26. Remarks						

**DOI Standard PD
PD# DV00000**

Classification: Public Safety Dispatcher, GS-2151-05

INTRODUCTION

This position is located within the Department of the Interior (DOI) that provides public safety dispatch operations. The purpose of this position is to serve in a Communications Center that provides public safety dispatch operation serving one or more units, jurisdictions, and/or agencies; full on-site access (query and input) to National Criminal Information Network (NCIC), National Law Enforcements Communications System (NLETS), and state networks; primary or secondary Public Safety Answering Point (PSAP) with full responsibility in public safety emergency response.

MAJOR DUTIES (Indicate percentages equal to 100%)

Public Safety Dispatch: _____%

Performs dispatch and call taking services for public safety related incidents and operations. Receives and evaluates emergency calls for service. Obtains information through questioning and determines the priority of the call.

Performs general Communications Center clerical duties such as data entry, quality, records management, inventories, and verification and maintenance of contact listings.

Support is provided to incidents and public safety responders. With supervisory controls, coordinates responses to incidents; initiates appropriate response of personnel and apparatus in accordance with agency plans, guides, and protocols; provides communications and logistical support to responders; maintains status on resources and incidents.

Provides dispatch support to law enforcement activities. Queries and relays wants, warrants, driver and vehicle status, Be on the Lookout (BOL), and Attempt to Locate (ATL) information for law enforcement contacts and investigations. Provides for officer safety through maintaining status on officers, maintains situational awareness during all contacts, and anticipates responders' requests and needs. Notes inadequate shift and/or area coverage and reports it to the appropriate supervisor.

Radio System Operation: _____%

Operates a multi-frequency radio console. Coordinates use of assigned radio frequencies, directs radio traffic to appropriate channels, and restricts channels to emergency use as necessary. Prioritizes radio traffic and related communications. Serves as primary point of contact for law enforcement and other public safety responders monitoring traffic and assisting operations. Broadcasts significant advisories (BOL, hazardous weather, red flag warnings). Records all radio transmissions. Provides training to new employees. Troubleshoots radio system issues

Operates Public Safety Computer Networks: _____%

Serves as a certified operator of National Criminal Information Network (NCIC), National Law Enforcements Communications System (NLETS), and State criminal information networks (i.e., ACCESS,

TLETS, VCIN, etc.). Safeguards information ensuring appropriate dissemination of sensitive information to appropriate personnel. Uses judgment and initiative in interpreting information.

Other Common Functions: The incumbent may be responsible for other duties not specified as a major duty above. The duties identified below have no impact on grade since they should, in the aggregate, not occupy more than 20% of the incumbent's time. The following *optional functions* may be performed depending on the specific organizational requirements. Place a check mark in the box next to each one that applies and annotate the appropriate percentage (must not occupy more than 20% of the incumbent's time in aggregate).

_____% Alarms. Monitors a variety of alarm systems including intrusion, fire, robbery, panic, and maintenance related systems. Analyzes alarms. Ensures appropriate response. Reports on alarm systems troubles.

_____% Investigations. Assists law enforcement officers with investigations. Performs criminal/driver history background searches and other computer searches.

_____% Records Management. Processes incident reports and violation notices. Maintains records and logs of significant events. Processes request for records in accordance to Department of the Interior (DOI) and local bureau procedures.

FACTORS

1. Knowledge Required by the Position

Level 1-3; 350 points

Knowledge of a body of standardized dispatch policies and procedures relating to law enforcement, emergency medical, search and rescue, structural and wildland fire and related clerical duties and tasks.

Knowledge of the function, procedures, and operation of a radio and telephone system (including TDD) in order to monitor system use efficiently to ensure correct operation and provide reports to the supervisor or senior dispatcher.

Knowledge of and ability to perform varied clerical support duties associated with dispatch operations.

Skill to monitor and direct radio traffic effectively in order to maintain and prioritize frequency assignments and related emergency communications. Working knowledge of highly specialized radio and networking software.

Knowledge of emergency resources available both within the organization's jurisdiction as well as adjacent areas including knowledge of procedures and plans for use of aviation resources available to the organization.

Knowledge of general agreements with other agencies and institutions. In particular knowledge of local emergency management agencies, areas of jurisdiction and responsibility, and appropriate contact procedures.

Knowledge of the Incident Command System (ICS), and incident management practices.

Knowledge of key geographical features and facilities for proper and efficient dispatching and relaying purposes. Basic map reading skills to assist in directing resources to an incident area and in resource tracking.

Knowledge of certifications and assigned duties of various personnel dispatched through the Communications Center.

Knowledge of the Communications Center operations handbook or guidelines.

Knowledge sufficient to use radio codes and terminology properly. Ability to speak clearly and to be understood by all users of the communications system.

Knowledge of computer operating procedures, terminology, systems, and components to allow for minor maintenance of equipment or to report equipment outages to technicians.

General knowledge of Title 36 of the Code of Federal Regulations, applicable Federal, State, and local laws, regulations, and/or ordinances.

General knowledge of the various types of jurisdictions (i.e., exclusive, concurrent, proprietary) that affect certain types of responses.

Knowledge of the technical manuals involving operation of the law enforcement teletype system sufficient to maintain "limited access" terminal operator certification through the FBI and appropriate state agencies.

Knowledge of the record keeping techniques of the Department of the Interior and local bureau.

Proficiency in spelling and punctuation, and ability to use proper grammar.

2. Supervisory Controls

Level 2-2; 125 points

The incumbent is provided general instructions concerning established practices, policies and procedures to cover anticipated situations, problems and special circumstances. The employee is expected to work independently within these guidelines and policies, and may make minor deviations as needed based on their experience. Exercises judgment and quick decision-making when dealing with public safety emergencies, however, the supervisor is often consulted when normal approaches or processes do not solve problems.

The supervisor periodically observes work in process, receives feedback from service users and providers, and reviews completed work such as logs, reports, and forms for clarity and content, adequacy of technical decisions, timeliness, and compliance with department policies, regulations, and procedures.

3. Guidelines

Level 3-2; 125 points

Procedures for completing duties are generally established and detailed. Guidelines include RM-9, NPS Director's Order 19, the Privacy Act, HIPAA, FOIA, the Federal Records Act, Federal laws (36 CFR, 18 USC, and others), center and bureau policies/guidelines, technical manuals, memorandums, oral instructions, performance standards, local procedures and goal assignments. At this level, the employee must choose the appropriate guideline, which is generally available for significant aspects of the work, and applies the appropriate operating procedure, manual, or guideline to fit the situation, and may make minor adaptations of those established procedures.

4. Complexity

Level 4-3; 150 points

The incumbent must make decisions and apply logic in selecting appropriate techniques to evaluate calls, determine the nature of the call, prioritize the call and identify the level and type of response associated with law enforcement, emergency medical, search and rescue, structural and wildland fire dispatch operations.

In doing so, the incumbent must be able to assess situations quickly, often under stress and with multiple conflicting priorities, to act decisively, and bring incidents to a logical and appropriate conclusion.

The incumbent is knowledgeable of serviced unit's jurisdictional boundaries and features, types, and capabilities of overlapping jurisdictions, and has knowledge of resources and procedures of cooperating agencies. Agency liability issues dictate that the incumbent has very little margin for error when handling law enforcement, medical, fire, and search and rescue response. The incumbent must have a mindset that is equal to the units in the field in order to visualize and fully comprehend events and actions occurring on scene and to participate as an integral member of the response team.

Incumbent must be able to maintain control of the radio system, telephone system, and teletype system, all of which are often operating simultaneously. Incumbent must determine the proper system to send or receive messages with the greatest efficiency. Information transmitted and received via the teletype system requires meticulous attention to detail. The incumbent must maintain a smooth, uninterrupted flow of information between personnel in the field, NPS, and outside emergency organizations. Incumbent must be able to elicit critical information from reporting parties who may be hysterical, hostile, uncooperative, traumatized, and/or injured, or who have other communications impediments. The incumbent's ability to relay traffic and respond to requests properly may affect directly the outcome of life or death situations and affect officer safety and the safety of the public.

Incumbent must be able to concentrate on primary duties and work projects amidst noise, interruptions, and the movements of others.

5. Scope and Effect

Level 5-2; 75 points

The purpose of the work is to perform specialized dispatching duties for the police, fire and emergency medical services.

The work affects the accurate and reliable transmission of medical, fire, rescue and other types of emergency information. Rapid and accurate response is required during handling of fire, medical, and search and rescue incidents. Decisions and actions made by the incumbent may mean the difference between life and death, may affect the severity of injury to employees, visitors, residents, or others, may determine the saving or continued preservation of important organizational features, or have other critical impacts upon the mission of the organization. The accuracy and efficiency of the incumbent's work has a direct impact on the successful investigation and prosecution of criminal cases.

6. Personal Contacts

(Combined with 7)

Contacts are with public safety employees, both inside the bureau and with outside agencies, managers, and support services personnel in the organization, telecommunications personnel located within the organization and other agencies and jurisdictions, members of the public, members of the media, and other local, State, and Federal government agencies. Contacts are structured and unstructured. Some of the contacts occur regularly while others occur only during specific incidents or problems. Any or all of these contacts may routinely occur during the course of the normal tour of duty.

7. Purpose of Contacts

Level 2-A; 45 points

The purpose of relaying communication of vital public safety information within the organization and mutual aid participants to obtain factual information concerning law enforcement complaints/investigations and provide for prompt and effective police/public safety services.

Contacts are to elicit critical information from reporting parties who may be hysterical, hostile, uncooperative, traumatized, and/or injured, or who have other communications impediments. Contacts are also to coordinate/document accurate information for dispatch operation clerical duties.

Regular contacts are with agency employees as they make initial public contacts, ensuring correct and timely transmission of information to public safety employees.

Relays, exchanges, receives, or gives information of a high degree of sensitivity. Contacts with the general public are to provide assistance during emergency situations, giving guidance and coordinating responses as needed.

8. Physical Demands

Level 8-1; 5 points

Incumbent must function efficiently in a confined space for extended periods with no breaks and no opportunity to leave the confines of the Communications Center. The dispatcher is considered an “essential employee,” meaning he/she is required to work most holidays, report for duty during adverse weather conditions, and be expected to work for long hours exceeding normally scheduled shifts in case of emergencies. Position is sedentary with high amounts of stress. Incumbent is subject to shift work, rotating shift work, and uncommon tours of duty. Work requires use of the voice in vocal communications for periods of hours at a time. Voice must be clear, audible, and tone effective with words plainly spoken and understandable. Incumbent must be able to hear clearly and discern a variety of audible communications and signals simultaneously. Incumbent must be able to read critical information from multiple sources, including computer screen, fax, and written log quickly and accurately. The work is of an emergency nature and is emotionally stressful. Incumbent must possess manual dexterity sufficient to operate computer terminals/keyboards and related equipment and to maintain written logs.

Work involves occasional lifting of boxes and supplies up to weights of 50 pounds.

9. Work Environment

Level 9-1; 5 points

The work is normally performed in a well-lighted and temperature-controlled room. Noise levels are routinely high due to electronic equipment, telephones, radios, and other discussions ongoing in the performance of duties. The setting is typically confined and secure, and entrance and egress is controlled.

During the training period and/or on other occasions, the incumbent will be assigned to accompany field law enforcement personnel in patrol vehicles to learn or gain a more detailed familiarization with agency field operating procedures and jurisdictional boundaries.

Incumbent may not leave the center unless relieved by another qualified dispatcher.

Total Points: 880

GS-05 Range: 855 – 1100