

CITY OF BRENTWOOD, TENNESSEE
PUBLIC SAFETY DISPATCHER
JOB DESCRIPTION

The City of Brentwood, located in scenic Williamson County, is considered one of the most desirable suburban locations in Tennessee. The city is known for its strong business community, quality schools, abundant recreational activities, and high standard of living. It sits just south of Nashville and has a population of approximately 46,000 residents.

The Public Safety Dispatcher falls under the umbrella of the Brentwood Police Department and works from the new state-of-the-art emergency communications center opened in November of 2022 inside the Brentwood Police Headquarters. The Brentwood Police Department and Emergency Communications center pride themselves on being compassionate and responsive to the needs, rights, and expectations of all Brentwood citizens, employees, and visitors.

The Public Safety Dispatcher is responsible for receiving, processing, and dispatching calls for service. They act as a liaison between callers and police/fire/emergency representatives. This position works shifts, weekends, and holidays and is subject to callback and overtime.

Selection Process:

Applicants must successfully complete each of the following steps as part of the selection process:

- Pre-employment computerized skills and ability test (CritiCall)
- Oral interview
- Polygraph examination
- Medical examination
- Psychological examination
- Background investigation

<<Insert Recruitment Video>>

Duties and Responsibilities

- Receives and processes 9-1-1 and administrative phone lines in Police Communications.
- Dispatches appropriate equipment on calls received for police and fire.
- Operates radio to communicate with police/fire units.
- Operates the Computer Aided Dispatch (CAD) system logging information related to events.
- Ability to monitor and track police/fire units geographically.
- Ability to effectively provide Telecommunicator - Cardiopulmonary Resuscitation (T-CPR) instructions.
- Communicate with ambulances, towing services, utility crews, etc., as needed.
- Knowledge of, and can provide directions to streets, parks, public places & landmarks throughout the city.
- Prepares and/or generates routine reports, logs, directories, forms, and other documents.
- Monitors and responds to information received from security cameras, weather radar, and NCIC system.

The ideal candidate:

- Has strong communication and listening skills.
- Is a team player who is adaptable and can pivot between calm and urgent situations.
- The ability to act quickly and decisively.
- Has patience and can empathize with callers in high-stress situations.
- Has integrity and ability to keep sensitive information confidential.
- Has the willingness to learn new technology.

Minimum Training and Experience Required

- Sixty (60) credit hours of college education from a regionally accredited college or university
-OR-
- Thirty (30) credit hours of college education from a regionally accredited college or university **plus** two (2) years or more satisfactory experience as Public Safety Dispatcher required.

Benefits:

- Transportation Allowance
- Paid Vacation
- Paid Sick Leave
- Paid Holidays
- Educational Pay Supplements
- Public Safety Dispatcher Certification Incentive
- Shift Differential Pay
- Tuition Reimbursement Program
- Attendance Bonus
- Longevity Bonus
- Health and Vision Insurance (City pays employee's premium and shares cost of dependent coverage.)
- Dental Reimbursement Program
- Life and AD&D Insurance
- Short-Term Disability
- Long-Term Disability
- Retirement (Pension) Program
- Deferred Compensation
- YMCA Membership
- Williamson County REC Center Discounted Membership
- Bank/Credit Union Membership
- Library Membership
- EAP

(ADA) Minimum Qualifications or Standards to Perform Essential Job Functions:

PHYSICAL REQUIREMENTS: Must be physically able to operate a variety of automated office machines which include a computer, printer, fax machine, copier, calculator, telephone, radio transmitting equipment, etc. Must be able to move or carry objects or materials. Must be able to

exert up to twenty pounds of force occasionally, and/or up to ten pounds of force frequently. Physical demand requirements are at levels of those for sedentary work.

DATA CONCEPTION: Requires the ability to compare and or judge the readily observable functional, technical, structural, or compositional characteristics (whether similar to or divergent from obvious standards) of data, people, or things.

INTERPERSONAL COMMUNICATION: Requires the ability of speaking and/or signaling people to convey or exchange technical and administrative information related to law enforcement, emergency medical and radio codes. Includes giving assignments and/or directions to co-workers or assistants.

LANGUAGE ABILITY: Requires the ability to read a variety of informational documentation, directions, instructions, and methods and procedures related to the job of Public Safety Dispatcher. Requires the ability to write reports with proper format, punctuation, spelling and grammar, using all parts of speech. Requires the ability to speak with and before others with poise, voice control, and confidence using correct English and a well-modulated voice.

INTELLIGENCE: Requires the ability to learn and understand basic to complex principles and techniques; to make independent judgments in absence of supervision; to acquire knowledge of topics related to the job of Public Safety Dispatcher.

VERBAL APTITUDE: Requires the ability to record and deliver information to supervisors and officials; to explain procedures and policies; and to follow verbal and written instructions, guidelines, and objectives.

NUMERICAL APTITUDE: Requires the ability to utilize mathematical formulas; add and subtract totals; multiply and divide; determine percentages; determine time and weight; and utilize statistical inference.

FORM/SPATIAL APTITUDE: Requires the ability to inspect items for proper length, width, and shape, visually with office equipment.

MOTOR COORDINATION: Requires the ability to coordinate hands and eyes in using automated office equipment.

MANUAL DEXTERITY: Requires the ability to handle a variety of items, office equipment, control knobs, switches, etc. Must have the ability to use one hand for twisting or turning motion while coordinating other hand with different activities. Must have minimal levels of eye/hand/foot coordination.

COLOR DISCRIMINATION: Requires the ability to differentiate colors and shades of color.

INTERPERSONAL TEMPERAMENT: Requires the ability to deal with people (i.e. staff, supervisors, general public, and officials) beyond giving and receiving instructions such as in interpreting departmental policies and procedures. Must be adaptable to performing under considerable stress when confronted with an emergency related to the job of Public Safety Dispatcher.

PHYSICAL COMMUNICATION: Requires the ability to talk and/or hear: (talking - expressing or

exchanging ideas by means of spoken words). (Hearing - perceiving nature of sounds by ear).

The City of Brentwood is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the city may provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.