

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				Information for Employees. The standards, and information on their application, are available in the personnel office. The classification of the position may be reviewed and corrected by the agency or the U.S. Office of Personnel Management. Information on classification/job grading appeals, and complaints on exemption from FLSA, is available from the personnel office or the U.S. Office of Personnel Management.		
b. Classifier						
26. Remarks						

**DOI Standard PD  
PD# DV00300**

**Classification: Public Safety Dispatcher, GS-2151-08**

**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 as an advanced senior dispatcher in a Communications Center that public safety dispatch operation, in a complex environment, serving more than one unit, jurisdiction, and/or agency in a geographic area, requiring an extensive body of dispatch procedures knowledge; 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. At this grade level, the incumbent is tasked with applying experienced and in-depth knowledge of dispatch operating systems, databases, and equipment, as well as knowledge of dispatch policies and past practices to isolate and solve unusual and difficult technical problems.

**MAJOR DUTIES (Indicate percentages equal to 100%)**

**Public Safety Dispatch: \_\_\_\_\_%**

Performs dispatch and call taking services for a wide variety of complex public safety related incidents and operations. Public safety related incidents are complicated by factors such as the environment in which they are managed (highly urbanized), the number of involved parties (multiple units and competing jurisdictions), the difficulty in communicating (due to extreme remoteness or number of parties involved), and the level of impact to the public (due to high visibility/media interest). Coordinates rescue, ambulance, and helicopter operations, etc., of various agencies. Receives and evaluates emergency calls for service.

Obtains information through precise questions and determines the priority of the call. If certified, may provide pre-arrival instruction using Emergency Medical Dispatch (EMD) protocols.

Support is provided to incidents and public safety responders. 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 including flight following for aircraft.

Analyzes current practices and devises more efficient methods for incident coordination. Conducts review of internal operating procedures and systems, makes recommendations for improvement, and takes a leadership role in implementing positive changes.

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 Supervisory Ranger.

As an advanced senior dispatcher serving in a complex dispatch environment of multiple units, jurisdictions, and/or agencies, provides training to lower-graded and/or new dispatchers and informs them on the proper procedures as required.

**Radio System Operation: \_\_\_\_\_%**

Operates a multi-frequency radio console (radio may be for multi-units and multi-agencies). 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, and/or assistance on problems encountered by lower level dispatch personnel. As an advanced senior dispatcher, works with dispatchers, technicians, and others on troubleshooting radio system outages that do not respond to standard solutions. Resolves problems referred by others.

**Operates and Troubleshoots 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.). Accesses, analyzes, and utilizes information from a variety of national, state, or local law enforcement related computer databases/systems/networks. Safeguards information ensuring appropriate dissemination of sensitive information to appropriate personnel. Uses judgment and initiative in interpreting information. As an advanced senior dispatcher, works with dispatchers, technicians, and others on troubleshooting computer network outages that do not respond to standard solutions. Resolves problems referred by others. Provides technical guidance, orientation, and training to new employees or lower level dispatchers.

**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. Prepares documents for arrests and/or court.

\_\_\_\_\_ % 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. Performs general Communications Center duties such as data entry, quality control, and preparation of statistical and other reports.

***Performs Other Duties as Assigned.***

**FACTORS**

## **1. Knowledge Required by the Position**

**Level 1-5; 750 points**

Extensive and in-depth knowledge of dispatch operating systems, databases, and equipment, as well as knowledge of precedent situations to isolate and resolve unusual and difficult technical problems with the various radio and telephone systems, computer databases/systems, and technical equipment used in the dispatch center.

Knowledge of an extensive body of law enforcement, emergency medical, search and rescue, structural and wildland fire dispatch policies and procedures to respond to a wide range of operational situations sufficient to solve unusual problems and provide training to new and/or lower graded dispatchers.

The work requires comprehensive knowledge of emergency medical dispatching techniques, including cardiopulmonary resuscitation, sufficient to maintain certification as an Emergency Medical Dispatching (EMD) and to proficiently give instructions on the telephone/radio using authorized protocols, providing life-saving treatment to victims of illness or injury until medical personnel arrive on scene.

Working knowledge of the function, procedures, and operation of a complex radio and telephone system (including TDD) in order to monitor system use efficiently, troubleshoot unusually complex technical issues, and ensure correct operation. Ability to monitor and direct radio traffic effectively, use radio codes and terminology properly, and maintain and prioritize frequency assignments and related emergency communications.

Knowledge sufficient to monitor and direct radio traffic effectively in order to maintain and prioritize frequency assignments and related emergency communications between several hundred users. Working knowledge of highly specialized radio and networking software.

Thorough knowledge of all 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.

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

Working knowledge of key geographical features and facilities under the jurisdiction of all units or agencies dispatched through the Communications Center for proper and efficient dispatching and relaying purposes. Must have skill in map reading to assist in directing resources to an incident area and in resource tracking.

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

Thorough knowledge of the Communications Center operations handbook or guidelines.

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

Working knowledge of computer operating procedures, terminology, systems, and components to allow identification and correction of problems affecting prompt delivery of law enforcement teletype messages or to perform routine maintenance of equipment or to report equipment outages to technicians.

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

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

Thorough knowledge of the technical manuals involving operation of the law enforcement teletype system sufficient to maintain “full access” terminal operator certification through the FBI and appropriate state agencies.

Knowledge of the record keeping techniques of the Department of Interior and local bureau. A working knowledge of applicable criminal incident reporting systems sufficient to enable the efficient creation and retrieval of data from incident reports and the review/correction of system entries.

Ability to remain calm under the most urgent and frequently changing conditions.

Skill sufficient to organize and prioritize work.

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

## **2. Supervisory Controls**

**Level 2-3; 275 points**

Incumbent typically works without immediate, on-site supervision. Incumbent is under the administrative supervision of the Communications Center Supervisor, who provides general instructions to cover anticipated issues. Work is performed independently, making critical judgments and decisions under pressure that affect the safety of life and property. The personal involvement required makes assistance by a supervisor impractical except in extraordinary, extremely sensitive or complicated situations (i.e., system outages). Work is completed independently utilizing existing manuals and written operating procedures; however the employee exercises independent judgment in selecting and interpreting appropriate techniques, approaches and may modify standard operating procedures in providing the necessary public safety services. Completed work must contain a high degree of accuracy. Work is reviewed for adequacy of technical decisions and timeliness by spot-checking and by periodic review by the supervisor.

## **3. Guidelines**

**Level 3-3; 275 points**

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, and goal assignments are available and cover recurring work. Incumbent is expected to rely upon experience and judgment in interpreting, adapting, or varying from established guidelines/procedures to find solutions to unique problems or situations. Many situations encountered fall beyond the scope of established procedures, requiring the incumbent to independently formulate procedures on the spot, and strategies to augment guidelines. Incumbent is required to bring to the supervisor’s attention deficiencies in guidelines and make recommendations for modifications or development of supplemental guidelines.

## **4. Complexity**

**Level 4-3; 150 points**

The incumbent works in a variety of functional areas that require technical skills and judgment to solve and/or respond to operational problems. The incumbent must make decisions and apply logic in selecting appropriate

techniques to accomplish the requirements of the position. 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's job is complicated by the necessity to coordinate efforts by multiple jurisdictions and by the geographical expanse of the operation, size and location of incidents requiring support, time constraints, priority, risks and availability of resources. 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 assess the priority of incoming calls, prioritize multiple occurring emergency calls, and resolve conflicts arising out of limited resources. 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 5-3; 150 points**

The purpose of the work is to perform technical assignments at an advanced journeyman level to solve a variety of unusually complex technical and operational problems demanding law enforcement/public safety services in the most expeditious manner in a complex and diverse environment of units with complicated jurisdictions. The incumbent assists public safety supervisors to ensure appropriate and immediate agency incident responses. Rapid and accurate response is required during handling of fire, medical, and search and rescue incidents utilizing numerous National and other level systems of record/information. 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 bureau and large geographic area and jurisdictions covered. The work directly affects the accurate and reliable transmission of a large volume of complex medical, fire, rescue and other types of emergency information. 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 and outside agencies, managers, and support services personnel in the organization, telecommunications personnel located within the organization and other units 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-B; 75 points**

Principal contact is for 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. The incumbent's ability to elicit/extract information and to relay information and respond to requests properly may affect directly the outcome of life or death situations, officer safety, and the safety of the public. As an EMD, as well as the initial contact with individuals or groups in emergency or other hazardous situations, provides critical life-saving treatment and instruction to stabilize field situations/emergencies.

These contacts occur with employees of this and other agencies during case investigation, with legal and court personnel during hearings, and with members of the public and the media. Regular contacts are with agency employees as they make initial public contacts, ensuring correct and timely transmission of information to public safety employees. Contact also includes training employees in correct radio use and reporting procedures.

Relays, exchanges, receives, or gives information of a high degree of sensitivity. Contacts with other telecommunications centers are to coordinate, advise, and resolve situations that require outside agencies' assistance; with State programmers for the NCIC to solve computer software problems; with field units to work out solutions to situations; with the general public 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: 1685**

**GS-08 Range: 1605 - 1850**