

| POSITION DESCRIPTION  |  |   |   |   |   |                   |
|---|--|---|---|---|---|-------------------|
| 1. Position Number  |  |   | 2. Explanation (show any positions replaced)  |   |   |                   |
| 3. Reason for Submission<br><input type="checkbox"/> New <input type="checkbox"/> Redescription <input type="checkbox"/> Reestablishment <input type="checkbox"/> Standardized PD <input type="checkbox"/> Other  |  |   |   |   |   |                   |
| 4. Service<br><input type="checkbox"/> HQ <input type="checkbox"/> Field  | 5. Subject to Identical Addition (IA) Action<br><input type="checkbox"/> Yes (multiple use) <input type="checkbox"/> No (single incumbent) |   |   |   |   |                   |
| 6. Position Specifications<br>Subject to Random Drug Testing <input type="checkbox"/> Yes <input type="checkbox"/> No<br>Subject to Medical Standards/Surveillance <input type="checkbox"/> Yes <input type="checkbox"/> No<br>Telework Suitable <input type="checkbox"/> Yes <input type="checkbox"/> No<br>Fire Position <input type="checkbox"/> Yes <input type="checkbox"/> No<br>Law Enforcement Position <input type="checkbox"/> Yes <input type="checkbox"/> No  |  |   | 7. Financial Statement Required<br><input type="checkbox"/> Executive Personnel-OGE-278<br><input type="checkbox"/> Employment and Financial Interest-OGE-450<br><input type="checkbox"/> None required |   | 10. Position Sensitivity and Risk Designation<br><u>Non-Sensitive</u><br><input type="checkbox"/> Non-Sensitive: Low-Risk<br><u>Public Trust</u><br><input type="checkbox"/> Non-Sensitive: Moderate-Risk<br><input type="checkbox"/> Non-Sensitive: High-Risk<br><u>National Security</u><br><input type="checkbox"/> Noncritical-Sensitive: Moderate-Risk<br><input type="checkbox"/> Noncritical-Sensitive: High-Risk<br><input type="checkbox"/> Critical-Sensitive: High-Risk<br><input type="checkbox"/> Special Sensitive: High-Risk |                   |
|   |  | 8. Miscellaneous<br>Functional Code: --<br>BUS: --  | 9. Full Performance Level<br>Pay Plan:<br>Grade:  |   |   |                   |
| 11. Position is<br><input type="checkbox"/> 2-Supervisory<br><input type="checkbox"/> 4-Supervisor (CSRA)<br><input type="checkbox"/> 5-Management Official<br><input type="checkbox"/> 6-Leader: Type I<br><input type="checkbox"/> 7-Leader: Type II<br><input type="checkbox"/> 8-Non-Supervisory  |  | 12. Position Status<br><input type="checkbox"/> Competitive <input type="checkbox"/> SES<br><input type="checkbox"/> Excepted (specify in remarks) <input type="checkbox"/> SL/ST |   |   | 15. Fair Labor Standards Act<br><input type="checkbox"/> Exempt <input type="checkbox"/> Nonexempt  |                   |
|   | 13. Duty Station   | 14. Employing Office Location   | 16. Cybersecurity Code<br>#1:                    #2: --                    #3: --   | 17. Competitive Area Code:<br>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<br>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  | 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.  |                   |
| a. Supervisor   |  |   |   |   |   |                   |
| b. Classifier   |  |   |   |   |   |                   |
| 26. Remarks   |  |   |   |   |   |                   |

**DOI Standard PD**  
**PD# DV00100**

**Classification: Public Safety Dispatcher, GS-2151-06**

**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, in a complex environment, 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 precise questions and determines the priority of the call.

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.

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.

**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.

**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. 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, and quality.

## **FACTORS**

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

**Level 1-4; 550 points**

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 recurring operational situations sufficient to solve a variety of problems.

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 to ensure correct operation and provide reports to the supervisor regarding equipment failure, recurring operator problems or circuit traffic flow analysis that might contribute to effective communications system development.

Knowledge and skill 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 bureau.

Knowledge of general agreements with other agencies and institutions with 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 bureaus 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 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.

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 Interior as well as the 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.

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. Judgment and quick decision-making is required when dealing with public safety emergencies. The employee is expected to work independently within these guidelines and policies, and may make minor deviations as needed based on their experience. The supervisor provides training on new procedures and is consulted when normal approaches are not sufficient.

The supervisor periodically observes work in progress, 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 3-3; 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 new situations. Situations encountered may fall beyond the scope of established procedures, requiring the incumbent to independently formulate procedures on the spot, and strategies to augment guidelines.

## **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. 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 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 5-2; 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 and 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-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.

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: 1260**

**GS-06 Range: 1105 - 1350**