



Peace Officer Dispatcher

DEFINITION

The role of the Community Standards Dispatcher is to provide dispatch and support services for Community Peace Officer operations. This role requires staff to take a proactive approach in identifying situations that create the opportunity for crime and dispatching the appropriate resources. This position frequently exercises judgment and quick decision making and is required to ensure appropriate action in support of Peace Officer, enforcement officer and public safety. This requires careful evaluation and dispatch of the call and ensuring that all relevant information is gathered and then shared as necessary

The Dispatcher work is subject to review by a supervisor who can discuss or review unusual circumstances or difficult calls. All Standard Operating Procedures, protocols and related CSPO and City of Edmonton policy and procedures are to be followed.

Work includes the observation, recording and dispatching of appropriate responses to peace officers related activity on City of Edmonton property, private property, roadways and some facilities. Job and investigation assignment, service escalations and referrals as required. Responsibilities include identifying situations where safety and staff are threatened and/or compromised and ensuring that the appropriate response is initiated. Incumbents monitor and record incoming complaints, incidents, and dispatch officers or other support resources to address the situation. This role must maintain accurate records and logs.

Dispatchers are required to take both a proactive and reactive approach in identifying situations that create the need for the appropriate resources to respond to within established response timelines and priority guidelines. This includes scenarios where officer safety is at risk and the immediate need to activate support services which include the Edmonton Police Service. Considerable judgement and decision making is required in assessing situations and in determining appropriate responses, as work is undertaken without consistent direct supervision. Independence is exercised within the guidelines of established policies, protocols, and procedures, and bylaws from a general information perspective. Ongoing radio and telephone contact is required with other agencies including security personnel, police, fire, emergency medical and other internal and external stakeholders.

TYPICAL DUTIES *

Directs the deployment of enforcement resources which includes peace officers and bylaw enforcement personnel while ensuring that coverage is consistent with operation practices and procedures.

Provides communication liaison services and inter-agency coordination which involves advising and gathering information from other emergency services, as required.

Maintains ongoing knowledge of Standard Operating Procedures, and provides ongoing input to modifying procedures, and assists with testing the procedures.

Maintains knowledge and skills in order to handle the ongoing operation, maintenance and



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troubleshooting of communication equipment in conjunction with information technology teams

Maintains status and information records of internal agencies including contacts; inventories of resources available for operations such as assigned vehicles, seasonal equipment boats, ATVs, etc. and keeps appropriate records updated as required.

Observes and records activities within facilities where customers, employees or equipment may be at risk (CCTV)

Reviews recordings of incidents to identify individuals or activities of a suspicious or threatening nature

Dispatches Peace Officers to address potential situations and enlists the support of other resources as required

Responds to requests for assistance via emergency phones, alarms, panic buttons, or other communication systems and initiates appropriate response activity

Keeps accurate and complete specific records of all identified events and incidents

Create, update and assign investigations on the records management system

Receives and assigns information requests from the public, other agencies or industry by email to the appropriate business area for follow up

Provides advice and guidance to 311 and the public as it aligns with current Bylaws

KNOWLEDGE, ABILITIES AND SKILLS

Skilled in exercising good tact, sound judgement and firmness in dealing with difficult situations, coordinating emergency response and dealing with the public

Knowledge of applicable policies, bylaws, acts, legislation and basic principles of loss prevention and CCTV

Must demonstrate knowledge of street and road, river valley and parks systems within the City of Edmonton. Ability to work and interpret street maps, including knowledge of City boundaries.

Must demonstrate effective and clear English communication skills, both written and oral.

Strong computer skills including a working knowledge of Google Suite (Google Docs, Google Sheets, Gmail), etc.

Ability to operate telephone, radio, keyboard and computer systems. Aptitude and dexterity testing may be applied (minimum typing speed required is 40 words per minute).

Must have the ability to maintain effective working relations, in an enclosed environment under stressful conditions. Ability to work in a collaborative team environment while maintaining



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independent assigned duties.

Must be able to exercise independence of action, in a quick and calm manner in emergency situations, based on acceptable operational guidelines.

Possess the ability to understand and use multiple systems and on occasion at the same time

Strong critical thinking skills and proven ability to make sound decisions.

Meets minimum hearing requirements and demonstrated comprehension abilities to decipher speech and written word.

Ability to sit for prolonged periods of time and to monitor for extensive periods of time

Ability to work varying shifts 7 days per week between the hours of 0630-2300hrs.

TRAINING AND EXPERIENCE REQUIREMENTS

Job Level

- Completion of Grade 12 or GED
- Completion of a recognized Certificate or Diploma related to Emergency Communications and Response, Law Enforcement, Security or Criminology is required.
- Minimum of three (3) years of strong customer service experience, preferably with at least 1 year of relevant experience in a dispatch environment

* *This is a class specification and not an individualized job description. A class specification represents and defines the general character, scope of duties and responsibilities of all positions within a specific job classification. It is not intended to describe nor does it necessarily list the essential job functions for a specific position in a classification. Positions may perform some of the duties listed above but this does not necessarily qualify for placement into this classification.*

Salary Plan	<u>21M</u>	<u>21A</u>	<u>21B</u>	<u>21C</u>
Job Code	7075		7077	
Grade	036		017	
Originated:	Nov2024		Nov2024	
Last Updated:				
Previous Updates				