



Public safety dispatchers play a vital role in the delivery of law enforcement services, functioning as a nexus between the community, law enforcement and allied agencies, and public safety field personnel.

Our role is largely one of information processing -- obtaining, evaluating, and disseminating information regarding crimes, emergencies, and requests for public safety services -- information that is often critical to the safety of both the public and law enforcement personnel.

The conditions under which this role is carried out are often quite demanding with respect to both cognitive and non-cognitive skills and qualities.

What We Do

The public safety dispatcher job can be summarized in terms of four principal functions:

1. Call Taking
2. Providing Information
3. Dispatching
4. Using Resources and Equipment

These functions encompass a variety of performance activities with situations ranging from the mundane (e.g., person in need of directions) to the tragic may be encountered on a daily basis.

Agencies we dispatch for include:

Nevada Highway Patrol, Capitol Police, Parole and Probation, Juvenile Parole and Probation, State Fire Marshall's, Transportation Authority, Attorney General's Office and NDI

The Department of Public Safety offers a comprehensive training academy that includes approximately 3 months of classroom training and 3 months of practical training.

State of Nevada Benefits Include:

Health / Dental / Vision / Optional Life Insurance (Some benefits require a substantial out of pocket premium)
PERS Retirement (Public Employee Retirement System)

See our website for complete job listings

<https://nvapps.state.nv.us/NEATS/Recruiting/ViewJobsHome.aep>



General Services Division Communications Bureau

We are looking for qualified applicants who are interested in a fast-paced, rewarding career as a

Public Safety Communications Professional.

✓ This industry offers job security, competitive salary and excellent benefits.

✓ Do you have a desire to help others in emergency situations?

✓ Are you looking for an unusual, yet rewarding, career?

✓ If the answer to these questions is, "YES", please keep reading...

What the State of Nevada Department of Public Safety Communications Bureau is looking for:

1. Dedication/Honesty
2. Willingness to work shifts, holidays, weekends, and overtime
3. Willingness to learn/grow
4. Pride in yourself and your workplace
5. Stable employment history
6. Up-beat/positive attitude
7. Ability to pass a criminal background investigation
8. Minimum of a High School education
9. Fluency in the English language
10. Ability to type a minimum of 45 words per minute
- 11. YOU to join our team!**

A career as a Dispatcher offers many satisfying and rewarding opportunities to help others and make a sufficient contribution to public safety. This challenging, fast-paced work requires quick thinking and problem solving abilities, and excellent public relations skills.

The job, however, also has some demands that you may find less appealing. The factors listed below describe aspects of the job of which you may not be aware. It is important that you consider these conditions before you accept employment in this job classification. This information is not to discourage you from seeking employment in this capacity. It is presented only to help you decide if this would be a good career choice for you.

1. There will be times that you will be unable to leave your work station for long periods during your shift. Therefore, you must be able to work in a confined area for your entire shift. You may be required to wear a headset.

2. Law Enforcement Communications Bureaus have been described as “paramilitary” work environments. Individuals hired to work in these departments will be required to work through a structured “chain of command”.

3. You may be required to change your work shift (includes weekends, nights and holidays) and/or cancel days off or holiday plans on short notice. There may be times when you will be mandated to work overtime.

4. You must respond courteously, calmly, and effectively to telephone calls when someone is rude, drunk, irrational, difficult to understand, confused, using obscene language, and/or screaming at you. You must also be able to respond to calls when a violent or highly emotional situation is taking place.

5. For some positions, you may be required to pass a thorough background check, which will include both personal and professional references. Professional references may focus on your suitability for this work, including your ability to deal with stressful situations. Personal references may include evaluations of your honesty and integrity, and will include arrest records, credit history, and use of controlled substances



Do you have what it takes to be one of us?

PREFERRED QUALITIES:

- ◆ Ability to remain calm during stressful situations.
- ◆ High degree of self-discipline to organize and prioritize job duties each day.
- ◆ Ability to maintain a professional attitude.
- ◆ Customer service oriented.
- ◆ Team player.
- ◆ Intuitive (good common sense).
- ◆ Proactive.
- ◆ Respect for private, confidential information.
- ◆ Above average multi-tasking skills while maintaining a level head during demanding crisis situations.
- ◆ A logical, rational approach to problem solving—an objective approach to situations and circumstances.
- ◆ Ability to recognize and commit to improve one’s own weaknesses or faults.
- ◆ Sense of humor.