CITY OF GERMANTOWN
invites applications for the position of:

Public Safety Dispatcher/Jailer

**SALARY:**
$21.74 - $28.82 Hourly
$45,226.06 - $59,942.90 Annually

**OPENING DATE:**
09/26/22

**DESCRIPTION:**

Under supervision, receive emergency and non-emergency calls for service, determine urgency and priority, obtain the information and details regarding these requests, input data into computer system and dispatch police, fire, EMS and/or other services as appropriate. Process and monitor prisoners in municipal jail who have been arrested and awaiting trial or transferal. After appropriate training, provide medical instruction to caller until first responder arrives.

**Required Documents:**
- A legible copy of your Birth certificate
- A legible copy of your Social Security card
- A legible copy of your Vehicle Operator's License
- A legible copy of your High School diploma or GED
- A completed and signed Background Investigation Consent form
  - [https://secure.rightsignature.com/templates/2b0d9d93-bf8d-41eb-9927-b193eaabc447/template-signer-link/ac8e49aa96e0d55b833fcfb9f030ffe5](https://secure.rightsignature.com/templates/2b0d9d93-bf8d-41eb-9927-b193eaabc447/template-signer-link/ac8e49aa96e0d55b833fcfb9f030ffe5)
- If applicable, a legible copy of Armed Forces Discharge certification
- If applicable, a legible copy of college diploma and transcripts

**NOTE:** Failure to provide the requested documents will result in your application not being processed keeping you from being considered for this position.

**EXAMPLES OF DUTIES:**

**ESSENTIAL JOB FUNCTIONS:**
1. Operate advanced telecommunication equipment to receive incoming calls for assistance and dispatch police, fire or ambulance units, or public works in response to calls for service.
2. Screen incoming calls to determine necessity, priority, and type of response required. Callers may be anxious or afraid requiring skill to calm caller to obtain necessary information.
3. Complete automated prisoner booking process by inputting data into computer system including photograph, personal information and fingerprints. Search inmates, collect and store inmate personal property. Restrain violent or resistant prisoners.
4. Monitor prisoners in jail and enforce rules and regulations to prevent disturbances. Search jails for contraband. Prepare and serve meals to prisoners and obtain medical aid if needed.
5. Provide support operations to field officers as needed by notifying additional personnel or agencies and obtaining information such as criminal histories and outstanding warrants.
6. Input information on calls received and action taken. Prepare reports and records using computer and automated information system; maintain accurate log and files of calls received and transmitted.
7. Provide general information to the public by phone and in person; refer callers to appropriate agencies or supervisors as necessary.
8. Provide pre-arrival instructions to caller, utilizing knowledge of emergency medical techniques.
9. Monitor alarm systems and video surveillance security system for jail and municipal building.
10. Provide security for municipal building after business hours by walking through building, locking doors, and visual inspections.
11. Must be punctual and timely in meeting all job performance requirements, including but not limited to, attendance and tardiness standards and work deadlines.

**OTHER JOB FUNCTIONS:**
1. Performs related tasks as required.

**QUALIFICATIONS:**

**KNOWLEDGE, SKILLS AND ABILITIES:**
- General knowledge of public safety communication practices and procedures.
- Knowledge of public safety telecommunications systems and CAD system command codes.
- Knowledge of rules and regulations for processing prisoners.
- Thorough knowledge of the geography of the City and ability to read and interpret maps.
- Excellent communication and interpersonal skills to interact with coworkers and the public including ability to calm angered or distressed persons.
- Ability to hear, to speak clearly and be easily understood.
- Ability to maintain composure and relate well with the general public under adverse circumstances and stressful situations.
- Ability to draw reasonable and logical conclusions from information, which may be disjointed.
- Ability to input and retrieve computer data, from multiple computer systems, quickly and accurately
- Ability to prepare clear, concise, and accurate written reports and documents.
- Ability to meet State physical and psychological standards.
- Ability to comprehend, recall and relay information received via telephone, radio, computer or written form.

**REQUIREMENTS:**

**EDUCATION AND EXPERIENCE:** High School graduate or equivalent.

**WORKING CONDITIONS:** Works rotating shifts, including nights, weekends, and holidays. Must function in a confined space and in a seated position for long periods of time. Works in a stressful environment and may be exposed to hostile situations. May be exposed to body fluids and communicable diseases. Subject to scheduled overtime and emergency overtime when the need arises.

**SPECIAL REQUIREMENTS:** Must meet N.C.I.C. computer certification and T.C.I.C. jail certification. Must maintain recurring minimum qualifications and training standards for the position as established by the Department and State of Tennessee.

Must not have been convicted of or pleaded guilty to or entered a plea of nolo contendere to any felony charge or to any violation of any federal or state law or city ordinances relating to force.
violence, theft, dishonesty, gambling, liquor or controlled substance.

Must never have been discharged from any branch of the Armed Forces under other than honorable conditions.

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APPLICATIONS MAY BE FILED ONLINE AT:

1930 S. Germantown Road
Germantown, TN 38138
901-757-7250

HRMAILBOX@germantown-tn.gov

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**Public Safety Dispatcher/Jailer Supplemental Questionnaire**

* 1. Do you possess a valid class D driver's license?
  - [ ] Yes  [ ] No

* 2. Have you obtained a high school diploma or GED?
  - [ ] Yes  [ ] No

* 3. Have you completed and attached the required documents including the background consent form? [https://secure.rightsignature.com/templates/d152fa8f-a510-4ea6-b7e3-af760890c3d1/template-signer-link/ff6591a199e2705a895ff852de5719c6](https://secure.rightsignature.com/templates/d152fa8f-a510-4ea6-b7e3-af760890c3d1/template-signer-link/ff6591a199e2705a895ff852de5719c6)
  - [ ] Yes  [ ] No

* Required Question