

POSITION DESCRIPTION (Please Read Instructions on the Back)

1. Agency Position No.
673-5107-A
6. OPM Certification No.

2. Reason for Submission <input type="checkbox"/> Redescription <input type="checkbox"/> Reestablishment Explanation (Show any positions replaced)	3. Service <input type="checkbox"/> Hdqtrs <input checked="" type="checkbox"/> Field <input type="checkbox"/> New <input type="checkbox"/> Other	4. Employing Office Location Tampa, FL	5. Duty Station 673	7. Fair Labor Standards Act <input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Nonexempt	8. Financial Statements Required <input type="checkbox"/> Executive Personnel Financial Disclosure <input type="checkbox"/> Employment and Financial Interest	9. Subject to IA Action <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
10. Position Status <input checked="" type="checkbox"/> Competitive <input type="checkbox"/> Excepted (Specify in Remarks) <input type="checkbox"/> SES (Gen.) <input type="checkbox"/> SES (CR)		11. Position Is <input type="checkbox"/> Supervisory <input type="checkbox"/> Managerial <input checked="" type="checkbox"/> Neither	12. Sensitivity <input checked="" type="checkbox"/> 1--Non-Sensitive <input type="checkbox"/> 2--Noncritical Sensitive <input type="checkbox"/> 3--Critical <input type="checkbox"/> 4--Special Sensitive	13. Competitive Level Code		
14. Agency Use						



15. Classified/Graded by	Official Title of Position	Pay Plan	Occupational Code	Grade	Initials	Date
a. Office of Personnel Management						
b. Department, Agency or Establishment						
c. Second Level Review						
d. First Level Review	Dispatcher	GS	2151	05	AG	7/6/07
e. Recommended by Supervisor or Initiating Office	Program Clerk (Dispatcher)	GS	0303	5		4-2-2007
16. Organizational Title of Position (if different from official title)		17. Name of Employee (if vacant, specify)				

18. Department, Agency, or Establishment Department of Veteran Affairs	c. Third Subdivision Office of the Chief, Police Service
a. First Subdivision James A. Haley VA Hospital	d. Fourth Subdivision Supervisory Police Officer
b. Second Subdivision Office of the Associate Director	e. Fifth Subdivision

19. Employee Review-This is an accurate description of the major duties and responsibilities of my position.

Signature of Employee (optional)

20. **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 appointment and payment of public funds, and that false or misleading statements may constitute violations of such statutes or their implementing regulations.

a. Typed Name and Title of Immediate Supervisor Jose Busquets Asst Chief, Police Service	b. Typed Name and Title of Higher-Level Supervisor or Manager (optional) William J. Langley Chief, Police Service
Signature:  Date: 4-10-07	Signature:  Date: 4-10-07

21. **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.

22. Position Classification Standards Used in Classifying/Grading Position
GS-2151, 2/63
GS-390, 11/91

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.

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. Remarks

23. Position Review	Initials	Date	Initials	Date	Initials	Date	Initials	Date	Initials	Date
a. Employee (optional)										
b. Supervisor										
c. Classifier	AG	7/6/07								

25. Description of Major Duties and Responsibilities (See Attached)

BUS CODE 0365 SUPERVISORY LEVEL 0

PROGRAM CLERK/DISPATCHER

PRINCIPLE DUTIES AND RESPONSIBILITIES:

The incumbent works in the Medical Center's Police Dispatch Center. Primary duties include dispatching police officers, monitoring surveillance and alarm equipment, answering telephones, and providing information. The dispatcher works a rotating shift to provide 24-hour a day coverage of the Police Dispatch center. The dispatcher's duties include but are not limited to the following tasks:

Serves as the radio dispatcher for police for all incidents reported.

Records all incidents occurring during their tour of duty into the computerized Daily Operations Journal.

Monitors the intrusion alarm system and the electronic surveillance devices (SSTV). Directs police responses to area of alarm activation or criminal activity.

Operates the National Crime Information Computer (NCIC), Florida Department of Law Enforcement Criminal Justice Computer (FDLE) and the Driver And Vehicle Identification Database (DAVID) system. Provides information to police officers on vehicle registration, warrants, and criminal history and provides coded warnings on wanted persons and stolen vehicles.

Answer telephones and direct calls to the appropriate office or provide information as requested.

Reports any defective operation of alarm, surveillance, computer, office, or telephone equipment to the supervisor and enters an electronic work order request.

Performs clerical duties as directed by the supervisor

Operates pager system to communicate emergency calls.

Tests radio, alarm, telephone, pager, and surveillance equipment to ensure it is working properly.

FACTOR 1. Knowledge required by the Position

- a. Capacity to learn police terminology and radio dispatch procedures.
- b. Ability to operate highly complex and specialized equipment associated with electronic surveillance devices and intrusion and duress alarm systems. Includes operation of a closed circuit television system which exceeds 60 cameras recorded digitally and of which more than 40 are equipped for pan, tilt and zoom capabilities. The intrusion and duress alarm systems exceeding of 350 alarm actuators installed throughout the medical center.
- b. Ability to operate the Pro Watch 3 ingress and egress monitoring system for control of access to sensitive areas and perimeter entry/exit points.
- c. Must have knowledge of basic data entry into a computer system and the ability to use various computer programs to include VISTA, Word, Outlook, and Excel.
- d. Proficiency in interpersonal communications, as well as the ability to sustain emotional and mental stability while under pressure of handling procedures related to emergency situations. Capable of applying this skill while dealing with patients, visitors or staff who might be panic-stricken, hysterical, mentally challenged, distraught, agitated, violent, or under the influence of substances such as alcohol or drugs.
- e. Ability to learn the organizational structure of the medical center and the services provided to perform accurate screening and referrals for customers.
- f. Aptitude to operate office equipment such as an electric typewriter, copying machine, computer terminal, and VCR's.
- g. Required to obtain and maintain certification through the state of Florida to operate the NCIC/FDLE/DAVID law enforcement information systems.

FACTOR 2 Supervisory Controls

Incumbent works autonomously under the general supervision of a Supervisory Police Officer (Captain) or Lead Police Officer (Sergeant). The incumbent receives guidance and carries out assignments in accordance with established policies and practices. The dispatcher must be capable of directing the response to emergent situations instantaneously with no supervision.

FACTOR 3 Guidelines

Guidelines include manuals, regulations, Medical Center Policy Memorandums, Medical Center Bulletins, and written service policies. The incumbent must use discretion in selecting and applying the proper guidelines. Problems of application, which are ambiguous, are referred to the supervisor for resolution, time permitting. In an emergency situation, the incumbent will determine and take the most appropriate action to protect life and property and clarify procedures when the situation is stabilized.

FACTOR 4 Complexity

Emergency incidents occur randomly and can be moderate to extreme intensity depending on the time of day and other related activities occurring at the same time. The work consists of duties that often involve unrelated steps, processes or methods, many of which require the incumbent to make swift decisions and direct responding officers into potentially life threatening situations with the associated requirement to provide all readily available information which may provide officers with forewarning. Regulations, which have legal implications, must be followed. There is an extensive diversity of regulations, manuals, and policies, which must be adhered to. Equipment utilized is particularly complex and requires the incumbent to develop a high level of skill to operate efficiently.

FACTOR 5 Scope and Effect

The incumbent's work involves dispatching and coordinating police and fire response to emergency situations or crimes in progress. The position provides 24-hour coverage for the police dispatch center and is the primary source of information for visitors to the medical center during non-business hours of operation. The incumbent serves as a source of general information. The work directly impacts the effectiveness and efficiency of the security program of the James A. Haley Veterans Affairs Hospital. Assures uniformity in determining when the dispatching of police units is required, or when other emergency response is appropriate, which will increase the overall physical security posture of the medical center.

FACTOR 6 Personal Contacts

The incumbent's contacts include police officers, patients, visitors, physicians, nurses, lawyers, volunteers, and employees daily. In addition, the dispatcher makes frequent contact with external agencies such as police, sheriff, fire or other emergency response organizations. Contacts may be either by phone, radio, written correspondence, or face to face meetings. Tact, diplomacy, customer service, and accuracy in response to all contacts are essential.

FACTOR 7 Purpose of Contacts

Contacts are for the immediate and appropriate response in emergency situations which may put life or property in jeopardy. Contacts are for the purpose of properly routing messages, providing information, appeals for emergency assistance and to assist with telephone calls. Contacts also include employees and volunteers needing routine directional assistance, seekers of information, requestors of information on police investigations, persons needing police assistance, VA police officers, other police agencies, staff members, and VIP's and their quests.

FACTOR 8 Physical Demands


Customarily the employee is performing sedentary work. However, there is a requirement to carry light or moderately heavy items, such as books, papers, and files.

FACTOR 9 Work Environment

The incumbent works in a well-lighted administrative office. The dispatch center is equipped with an array of monitors for video and alarm systems that require frequent observation.

FACTOR 9 Other

The incumbent will be obliged to undergo and satisfactorily complete a comprehensive criminal background investigation to be authorized and maintain access to and use of the NCIC/FDLE/DAVID law enforcement information systems.

POSITION EVALUATION STATEMENT Factor Evaluation System			NATURE OF PROPOSED ACTION New	POSITION NO. 673-5107-A
CLASSIFICATION TITLE Dispatcher			SCHED. GS	SERIES 2151
ORGANIZATIONAL TITLE Dispatcher			GRADE 05	
ORGANIZATION JA Haley VAMC			NO. POSITIONS 1+	
SUBDIVISION Police Service		LOCATION Tampa, FL		
EVALUATION FACTORS	POINTS ASSIGNED	STANDARD USED (Give Benchmark No., Factor Level No., etc.)	COMMENTS	
1. KNOWLEDGE REQUIRED BY THE POSITION	350	1-3	Knowledge of the use of telecommunications equipment including computers, radios, and telephones. The incumbent functions as "dispatcher", duties involving passing of directions and information to officers on patrol assignments, coordinating emergency responses between police, fire, and other emergency units, and receiving and acting on calls concerning reports of violations or complaints.	
2. SUPERVISORY CONTROLS	275	2-3	The supervisor provides general instructions to cover anticipated problems. The incumbent uses initiative in carrying out recurring assignments independently without specific instructions about how to do the work or the precise methods to apply. The incumbent must be able to direct responses to emergent situations without supervision.	
3. GUIDELINES	125	3-2	There are established procedures, manuals available. The incumbent must choose the appropriate manual or guide and may make minor adaptations of established procedures. Unusual problems are referred to the supervisor for assistance.	
4. COMPLEXITY	75	4-2	The work includes various duties requiring the incumbent to perform related steps, processes, or methods for the completion of each assignment. The work varies depending on the rules or laws which apply to situations encountered and, in addition, the nature of specific situations encountered. Actions to be taken differ depending on such things as: the source of information (distress call, call for assistance, request for information); the nature and level of perceived threat to self and others; the seriousness of the violation or potential violation (robbery, assault, speeding, drunk, disorderly); or other differences of a factual nature.	
5. SCOPE AND EFFECT	75	5-2	The incumbent performs a full range of "control desk/dispatcher" duties. Work products or services affect and directly contribute to security of the facility.	
6. PERSONAL CONTACTS	45	6-2	Contacts frequently include police officers, patients, visitors, facility staff, volunteers, external police/fire/sheriff/emergency response providers.	
7. PURPOSE OF CONTACTS	-	7-A	The purpose is to exchange information and coordinate alarm response procedures with police service personnel and subject-matter personnel as needed.	
8. PHYSICAL DEMANDS	5	8-1	The work is primarily sedentary, usually accomplished while seated at a desk serving in the capacity of "control desk/dispatcher"	
9. WORK ENVIRONMENT	5	9-1	The incumbent normally works in a typical office environment.	
SUMMARY	TOTAL POINTS	955	Range: GS 5 = 855-1100	
	GRADE CONVERSION	GS-5		
REMARKS (As appropriate, desk audit findings or other considerations not previously documented which affect final grade.) REFERENCE: PC Flysheet for Dispatching Series, GS-2151, dated 2/1963; PCS for Telecommunications Processing Series, Gs-0390, dated 11/1981				
SERIES & TITLE DETERMINATIONS: The incumbent is primarily responsible for performing "control desk" duties; i.e., monitoring various alarm systems, closed circuit television systems, and telephone and radio networks, which involves detecting and reporting potential fire and accident hazards, making preliminary checks of violations, and communicating information to the appropriate party for response. Duties include relaying messages through various means, maintaining logs, dispatching personnel and equipment to meet police and emergency situations, and performing other clerical work as needed. This type of work is most correctly classified to the Dispatching Series, GS-2151 and the appropriate title is Dispatcher.				
GRADE LEVEL DETERMINATION: The GS-2151 PC Flysheet does not include grade-level criteria. When no directly applicable grade level criteria have been published, other PCS's that cover work as similar as possible are used for evaluation purposes based on cross-series comparison. The Telecommunications Processing Series, GS-390, covers work that performs the operation of equipment in transmitting, receiving, and relaying messages. The work requires knowledge of message-handling procedures and use of computer hardware and software or other equipment to send messages to their proper destinations. Due to the overlapping elements this was chosen as an appropriate cross reference. The knowledge, supervisory controls, guidelines, complexity, scope and effect, personal contacts, purpose of contacts, physical demands, and work environment equate to the GS-05 level of that standard.				
CONCLUSION: Dispatcher, GS-2151-05			FLSA: Non-exempt	
CONCUR	DATE	EVALUATED BY	DATE	
		Adam Garcia 	7/6/2007	
TITLE AND/OR ORGANIZATIONAL LOCATION Human Resources Management Service (05) Tampa, FL			TITLE Human Resources Specialist	