



## 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 and may be encountered on a daily basis.

### Department of Public Safety Divisions/Offices:

- ◆ Nevada Highway Patrol
- ◆ Capitol Police
- ◆ Parole and Probation
- ◆ State Fire Marshal
- ◆ General Services
- ◆ Office of Criminal Justice Assistance
- ◆ Emergency Management/Homeland Security
- ◆ Office of Professional Responsibility
- ◆ Office of Traffic Safety
- ◆ Training
- ◆ Investigations

**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>



**Records, Communication, and Compliance Division  
Communications Bureau**

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

The job 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 meant to discourage you from seeking employment as a dispatcher. 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.

2. Law Enforcement Communications Bureaus require you 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.



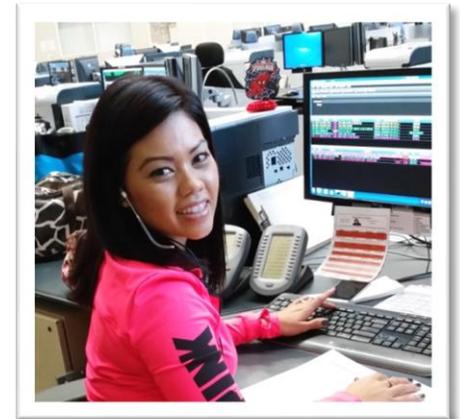
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*"I have been with the Bureau for five years. I love the fast pace, the people I work with, the ability to move forward in my career, and the satisfaction I feel at the end of my shift."*

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### **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!**



**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.
- ◆ A logical, rational approach to problem solving.
- ◆ Sense of humor.