

POSITION DESCRIPTION

Class Title: Dispatcher

Date Completed: 1/4/2011

Functional

Title: Dispatcher

Job Code: 0211

FLSA Status: NE

Department: Police Communications

Class No. PD-3

Job Title of Immediate Supervisor: *Police Lieutenant*

The Dispatcher performs a variety of routine clerical, administrative and technical work in receiving and dispatching routine and emergency information; keeping official records; and assisting in the administration of the standard operating policies and procedures of the dispatch center. These tasks are performed using independent judgment under the general supervision of a Police Lieutenant.

ESSENTIAL JOB FUNCTIONS:

1. Provides by telephone and radio, Cardio-Pulmonary Resuscitation (CPR), first aid, and other lifesaving instructions.
2. Works rotating eight or twelve hour shifts and works holidays and assigned additional shifts.
3. Monitors telephone and radio in the communication center, answers all incoming calls and ascertains nature of call, gathers all necessary information
4. Dispatches police, fire, medical and other response vehicles for emergency responses; broadcasts nature, location and time of incident; contacts all required personnel and other local concerns such as the fire department in the event of an emergency situation, and other law enforcement agencies as needed.
5. Maintains log on radio and telephone communications, location of personnel and equipment; in the event of an emergency situation, maintains on-going contact with the responding personnel and keeps them informed of all incoming pertinent information.
6. Keeps track of various information such as traffic lights out and streets closed and keeps emergency personnel informed.
7. Maintains dispatch center work area and equipment in clean and working condition.
8. Operates radios as needed and assists in radio communications; operates base radio as required.
9. Composes dispatch reports, memorandum and other material requiring judgment as to content, accuracy, and completeness.
10. Inputs data to standard office and department forms, both manual and automated; makes simple postings to various reports; compiles and tabulates data.
11. Maintains dispatch documents and records.
12. Monitors individuals in holding cells for proper conduct, safety, and medical or other needs.
13. Assists in training new employees.
14. Serves as a member of various employee committees.
15. Monitors flood warning status and storms.
16. Performs other related duties as required.

MINIMUM REQUIRED EDUCATION & EXPERIENCE:

1. Graduation from high school or GED equivalent with specialized course work in general office practices such as typing, filing, accounting and bookkeeping; and
2. One (1) year of increasingly responsible related experience; or
3. Any equivalent combination of related education and experience.

MINIMUM REQUIRED KNOWLEDGE, SKILLS & ABILITIES:

1. Ability to work under stress, reacting quickly and efficiently.
2. Ability to remain calm during emergency and crisis situations.
3. Ability to learn basic first aid, Cardio-Pulmonary Resuscitation (CPR), and other life saving techniques.
4. Working knowledge of modern office practices and procedures.
5. Working knowledge of computers and electronic data processing.
6. Some knowledge of accounting principles and practices.
7. Some skill in the operation of communications switchboard, including computer-aided systems; personal computer including word processing software; copy machine; fax machine; radio;
8. Ability to perform cashier duties accurately.
9. Ability to effectively meet and deal with the public.
10. Ability to communicate effectively verbally and in writing.

ESSENTIAL MENTAL & PHYSICAL REQUIREMENTS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

1. The employee is required to operate a keyboard if required to perform the essential job function.
2. The employee is required to read and interpret a document if required to perform the essential job functions.
3. The employee is frequently required to sit, talk, and hear.
4. The employee is required to use hands to finger, handle operate objects, tools, or controls, and to reach with hands and arms.
5. The employee is required to view objects at close vision and to adjust focus.
6. The employee is required to lift/move/carry approximately 10 pounds if required to perform the essential job functions. If the employee is unable to lift/move/carry this weight and can be accommodated without causing the department/division an "undue hardship" then the employee must be accommodated; hence omitting lifting/moving/carrying as a physical requirement.

GENERAL REQUIREMENTS:

1. Must be 21 years or older at the time of employment;
2. Must possess, or be able to obtain by time of hire, a valid State driver's license without record of suspension or revocation in any State;
3. Must possess current Emergency Medical Dispatcher (EMD) certification or ability to obtain one within one year.

SPECIAL REQUIREMENTS:

No felony convictions.

WORK ENVIRONMENT:

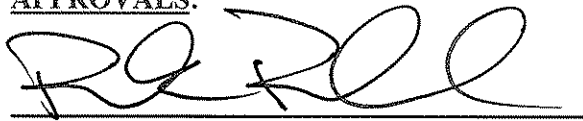
1. The work environment is in an indoor, climate controlled office.
2. The noise level in the work environment is light to moderate.

While the work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job, reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

APPROVALS:



CHIEF OF POLICE



PERSONNEL DIRECTOR