

JOB TITLE: DISPATCHER

ASSIGNMENT: Dispatcher

SUMMARY: Performs highly responsible work in a sophisticated communications environment in support of law enforcement activities in order to provide services to the community.

ACCOUNTABILITY: Reports directly to the Patrol Officer-in-Charge and is accountable to the Patrol Shift Commander (Lieutenant), the Operations Commander (Captain), and Chief of Police.

DUTIES AND RESPONSIBILITIES:

(The following is illustrative of the duties and responsibilities associated with the position and is not intended to be all-inclusive.)

- Disseminates information to police patrol units via radio, dispatches field units to calls for service, monitors radio traffic, coordinates response of multiple units to emergency situations; monitors and assists in the maintenance of the safety and well-being of public safety personnel on duty in the community.
- Accurately documents information received on daily log of activity, calls for service computer screens, and records information for dissemination to Roll Call. Records incoming data and requests for action in appropriate location.
- Conducts computer inquiries to obtain information; enter or remove individuals and items for wanted files. Maintains security and confidentiality of all records relating to the Communications Center.
- Manages emergency phone calls and other calls for police services; answers business telephone calls and promptly transfers them to the requested party.
- Monitors booking procedures and prisoner holding areas via audio and CCTV. Conduct same sex searches of prisoners as required.
- Interacts with the public on phone or in person; provides directions, explanations as needed; acts as a resource to the public for referral to other agencies.
- Records dispositions of civil paperwork.
- Assists in filling vacancies in shifts and outside detail assignments.
- Maintains a thorough knowledge of the location and layout of streets, buildings, public areas and other significant areas of the community.
- Works as a team member, or independently, during incidents of uncertain duration.
- Performs other duties as assigned.

SPECIFIC REQUIREMENTS FOR THE POSITION:

- High School diploma or GED required. AA degree or equivalent desirable.
- Demonstrated verbal and written skills. Operational knowledge of computer entry and radio communications protocol preferred. Excellent customer service skills.
- Six months to one year experience in a setting involving extensive public contact preferred. Ability to speak and hear clearly and effectively.
- Ability to multi-task in a busy communication center.

- S.P.O.T.S. Certification achieved prior to completion of the one year probationary period.
- Experience with TriTech IMC CAD system helpful.
- Able to pass a comprehensive background investigation.

OTHER CONSIDERATIONS AND REQUIREMENTS:

- May be exposed to electrical shock, blood borne pathogens, toxic fumes, chemicals and substances.
- This a physically sedentary position and the employee is not required to do extensive physical exertion. However, the work environment can be stressful, particularly during emergency situations. Work demands can exceed an 8-hour work day.
- The nature of the position requires employees to project confidence, self-assurance and a positive first impression to the public. Employees must possess self-discipline, honesty, integrity, and good judgment/common sense.
- Employees are required to attend specialized training programs particular to the position.
- Employee will work a 4/2 schedule that will include nights, holidays and weekends.

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Physical Activity Requirements

PRIMARY PHYSICAL REQUIREMENTS

LIFT up to 10 lbs:	Frequently Required
LIFT 11 to 25 lbs:	Occasionally Required
LIFT 26 to 50 lbs:	Rarely Required
LIFT over 50 lbs:	Never Required

CARRY up to 10 lbs:	Occasionally Required
CARRY 11 to 25 lbs:	Rarely Required
CARRY 26 to 50 lbs:	Rarely Required
CARRY over 50 lbs:	Never Required

REACH above shoulder height:	Constantly Required
REACH at shoulder height:	Constantly Required
REACH below shoulder height:	Constantly Required

PUSH/PULL:	Frequently Required
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OTHER PHYSICAL CONSIDERATIONS

Twisting:	Constantly Required
Bending:	Constantly Required
Crawling	Never Required
Squatting	Rarely Required
Kneeling:	Occasionally Required
Crouching:	Occasionally Required
Climbing:	Rarely Required
Balancing:	Occasionally Required

WORK SURFACE(S)

Counter tops and desks	√
Flooring (various types)	√
Uneven surfaces	√
Sloped surfaces	√
Snow or icy surfaces	
Grass/Pavement	
Vehicle Interiors	

HAND MANIPULATION

Grasping:	Constantly Required
Handling:	Constantly Required
Torqueing:	Constantly Required
Fingering:	Constantly Required
Controls and Equipment:	Constantly Required

Environment:	Inside	<u>100%</u>	Outside	<u>0%</u>
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**DURING AN 8 HOUR DAY,
EMPLOYEE IS REQUIRED TO:**

	<u>Consecutive Hours</u>								<u>Total Hours</u>							
Sit	1	2	3	4	5	6	7	8	1	2	3	4	5	6	7	8
Stand	1	2	3	4	5	6	7	8	1	2	3	4	5	6	7	8
Walk	1	2	3	4	5	6	7	8	1	2	3	4	5	6	7	8

(Percentage spent daily)