Police Dispatcher

SALARY:	$19.77 - $29.66 Hourly $1,581.97 - $2,372.92 Biweekly $3,427.61 - $5,141.32 Monthly $41,131.27 - $61,695.82 Annually
DEPARTMENT:	Police
OPENING DATE:	07/13/22
DESCRIPTION:	

Hiring Range: $41,131.27 - $51,415.73 (DOQ)

DEFINITION:
Under general supervision, provides emergency dispatch services. Gathers, receives, records and disseminates information from officers and the general public to appropriate parties and agencies. Performs a variety of technical dispatching tasks in support of the telecommunications program. Performs other duties as assigned.

DUTIES AND RESPONSIBILITIES:

The duties listed below represent the various types of work that may be performed. The omission of specific statements of duties does not exclude them if the work is related or a logical assignment to this class.

- Receive emergency service calls from the public requesting law enforcement, ambulance, fire or other emergency service; determine nature, location and priority of emergency; dispatch emergency units as necessary.
- Maintain contact with all units on assignment using a two-way radio; maintain status and location of public safety units; provide timely and accurate directions to public safety units responding to emergency calls; maintain daily log of all field calls and units dispatched.
- Monitor, receive, disseminate and transmit information for the Police department and other agencies via a teletype machine.
- Use telecommunications systems to coordinate emergency calls and relay information and assistance requests involving other law enforcement, emergency medical and fire agencies; coordinate wreckers as needed; operate TDD as needed.
- Answer non-emergency calls for assistance; take reports over the telephone; answer and dispatch maintenance service emergencies during evenings, weekends and holidays; contact appropriate personnel for response.
- Communicate with walk-ins and provide general information or referrals as needed; receive and process burglar alarm calls; assist with the care of inmates in the city jail.

- Enter, update and retrieve information from NCIC/TCIC and other criminal information systems relating to wanted persons, warrants, stolen property, vehicle registration, stolen vehicles and other information.
- Maintain written records on a variety of log forms and time cards; process shift reports including all dispatch activities; distribute records and reports to sworn police personnel.
- Adhere to safe work practices and procedures.
- Respond to public inquiries in a courteous manner; provide information within the area of assignment; resolve complaints in an efficient and timely manner.
- Performs other duties as assigned.

REQUIREMENTS:

Education, Training and Experience:
High School Diploma or GED equivalent, supplemented by some specialized technical training.

Licenses and Certificates:
When driving is a requirement of the classification: A valid State driver license is required at the time of appointment and must be maintained throughout employment. Possession of, or ability to obtain, an appropriate, valid 911 certification. Possession of, or ability to obtain, an appropriate, valid TCIC/NCIC certification. Possession of, or ability to obtain, an appropriate, valid TLETS certification.

SUPPLEMENTAL INFORMATION:

EMPLOYMENT STANDARDS:

Knowledge of:
- Operations, services and activities of an emergency dispatch program.
- Methods and techniques of emergency dispatching.
- Pertinent Federal, State and local laws, codes and regulations.
- Basic principles and procedures of record keeping.
- Geographic features and street locations and names.
- Policies and Procedures of receiving and processing emergency calls.
- Procedures used in operating computer aided dispatch and E-911 systems.
- Standard radio broadcasting and dispatch procedures and rules.
- Operations, services and activities of the city.
- English usage, spelling, grammar and punctuation.
- Modern office procedures, methods and computer equipment.
- Operational characteristics of telecommunications equipment.

Ability to:
- Interpret, explain and enforce department policies and procedures.
- Operate a variety of telecommunications equipment in a safe and effective manner.
- Perform dispatching activities.
- Effectively communicate with and elicit information from upset and irate citizens.
- Work under pressure, exercise good judgement and make sound decisions in emergency situations.
- Operate E-911 equipment.
- Operate a computer terminal, teletype and other office equipment.
- Type a minimum of 40 words per minute.

- Perform routine clerical activities.
- Type at a speed necessary for successful job performance.
- Work independently in the absence of supervision.
- Interpret and apply Federal, State and local policies, laws, and regulations.
- Understand and follow oral and written instructions.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Pass a thorough background investigation.

PHYSICAL AND MENTAL DEMANDS:

The physical and mental demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands

While performing the duties of this job, the employee is regularly required to sit, walk and stand; talk and hear; use hands to handle, feel or operate objects, tools or controls; reach with hands and arms; and perform repetitive movements of hands or wrists. The employee is frequently required to lift up to 25 pounds unaided. Specific vision abilities required for this job include close vision and the ability to adjust focus.

Mental Demands

While performing the duties of this class, an employee uses written and oral communication skills; reads and interprets data, information and documents; analyzes and solves problems; uses math and mathematical reasoning; performs highly detailed work; deals with multiple concurrent tasks; and interacts with others encountered in the course of work, including frequent contact with customers and/or the public and dissatisfied/abusive individuals. Able to cope effectively with pressure while working in a high stress environment.

Work Environment

The employee works in an office environment where the noise level is usually quiet. Certain positions within the classification may require availability to work flexible schedule.

OTHER CONDITIONS OF EMPLOYMENT:
Not Applicable

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Position #00244
POLICE DISPATCHER
SL

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Police Dispatcher Supplemental Questionnaire

* 1. Select the highest level of education that you have completed.

  ❏ Less than a High School Diploma or GED
  ❏ High School/GED

❏ Associate's Degree
❏ Bachelor's Degree
❏ Master's Degree

* 2. How many years of related job experience do you have?

❏ No experience
❏ Less than 1 year
❏ At least 1 year but less than 2 years
❏ At least 3 years but less than 5 years
❏ More than 5 years

3. Which of the following related job functions do you have experience with?

❏ Police/Emergency operations
❏ Typing and data entry
❏ Responding to emergencies, requests and complaints from the public
❏ Recordkeeping
❏ Providing and receiving written and oral information
❏ General office/computer equipment
❏ Geographic features, street names, locations, etc.
❏ Multi-line phone systems
❏ Two-way radios

* 4. This position requires working nights, weekends, holiday, emergency call-backs, and shift work. Are you willing and able to work different shifts as assigned?

❏ Yes
❏ No

* 5. Do you have any valid TLETS/TCOLE Certifications? If yes, please list them below.

❏ Yes
❏ No

6. Please list any current certifications:

* 7. Do you have any relatives (by blood or marriage) currently working for the city? If yes, please list them below.

❏ Yes
❏ No

8. If you answered 'yes' to the above question please provide their name, department, and relationship to you.

* Required Question