



<b>Job Title:</b>	<b>Dispatcher</b>	<b>Department/Loc:</b>	<b>Law Enforcement</b>
<b>FLSA Classification:</b>	<b>Non-Exempt</b>	<b>Date Drafted:</b>	<b>April, 2019</b>
<b>Reports To:</b>	<b>Sergeant</b>		

**Position Summary**

Performs a variety of routine clerical, administrative and technical work in receiving and dispatching routine and emergency information; receives and responds to police communications by radio. Position works 12 hour shifts.

**Position Responsibilities- Essential**

*This list of tasks is illustrative ONLY and is not a comprehensive listing of all functions and tasks performed by positions in this class. It does not imply that all positions within the class perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned.*

- Monitors telephones and radio in the dispatch center, answers all incoming calls and ascertains nature of call, gathers all necessary information to transmit or relay.
- Dispatches police and broadcasts nature, location and time of incident. Contacts all required personnel in the event of an emergency situation. Ensures the presence of reserve units by contacting personnel designated for call-back; relays information as required.
- Maintains log of radio and telephone communications and the location of personnel and equipment. In the event of an emergency situation, maintains on-going contact with responding personnel and informs them of all incoming pertinent information. Keeps track of information such as traffic lights out and streets closed and keeps emergency personnel informed.
- Maintains dispatch center work area and equipment in clean and working condition.
- Receives complaints from public concerning crimes and police emergencies, broadcasts orders to police radio patrol units in vicinity to investigate complaint, and relays instructions or questions from remote units.
- Receives messages for officers and other department personnel and logs information as necessary.
- Accesses NCIC computer for inquiries into an individual's background history, registration of vehicles, license checks, criminal history checks, and other relevant information. Logs all criminal history checks.
- Enters, cancels, and clears information in NCIC computers. Enters appropriate information from incident reports, including stolen property, missing persons, etc. Cancels and clears information when it is no longer valid.
- Records calls broadcast and complaints received in conformance with FCC regulations. Maintains tape recorder and keeps track of tapes.
- Broadcasts information such as weather conditions, hazardous waste spills, Be On the Lookout, and any other vital data. Maintains log of "Be On the Lookout" and vacation watch information.
- Maintains list of emergency telephone numbers.
- Receives and transfers incoming calls to other offices within department, when appropriate; takes messages when appropriate.
- Maintains reference information for emergency situations.
- Operates radios as needed and assists in radio communications; operates base radio as required.
- Maintains dispatch documents and records.

**Position Responsibilities- Non-Essential/Other**

- Other duties as assigned

## Essential Skills and Experience

- High School Diploma
- Ability to work independently (only one dispatcher is working at a time) for 12 hour shifts
- Working knowledge of computers, office practices and procedures
- Working knowledge of the operations of a municipal police department
- Ability to perform multiple tasks simultaneously
- Ability to effectively meet and deal with the public
- Ability to communicate effectively verbally and in writing
- Ability to handle stressful situations
- Ability to calm hostile or hysterical persons to obtain information for emergency response

## Beneficial Skills and Experience

- Associates degree or higher
- Experience in law enforcement preferred but not required
- NCIC certification

## Mental & Physical Demands- ADA Guidelines

### Physical Demands

• Sit	Constantly	• Reach Above Shoulder	Occasionally
• Walk	Occasionally	• Climb	N/A
• Stand	Occasionally	• Crawl	N/A
• Handling	Frequently	• Squat or Kneel	Occasionally
• Reach Outward	Occasionally	• Bend	Occasionally

### Lifting Requirements

• 10 pounds or less	Frequently	• 51-100 pounds	N/A
• 11-20 pounds	Occasionally	• >100 pounds	N/A
• 21-50 pounds	N/A		

### Pushing and Pulling Requirements

• 12 pounds or less	Occasionally	• 41 to 100 pounds	N/A
• 13 to 25 pounds	N/A	• > than 100 pounds	N/A
• 26 to 40 pounds	N/A		

### Definitions

• <b>N/A</b>	Not Applicable	Activity is not applicable to this occupation
• <b>O</b>	Occasionally	Occupation requires this activity up to 33% of the time (0 - 2.5+ hrs/day)
• <b>F</b>	Frequently	Occupation requires this activity from 33% - 66% of the time (2.5 - 5.5+ hrs/day)
• <b>C</b>	Constantly	Occupation requires this activity more than 66% of the time (5.5+ hrs/day)

### ENVIRONMENTAL HAZARDS:

None

### SENSORY REQUIREMENTS:

The job requires normal visual acuity, depth perception, and field of vision, hearing, speaking, and color perception.



*The City has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent an expressed or implied contract of employment nor does it alter your at-will employment, and the City reserves the right to change this job description and/or assign tasks for the employee to perform, as the City may deem appropriate.*

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Print Employee Name	Employee Signature	Date Signed
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Print Manager/Supervisor Name	Manager/Supervisor Signature	Date Signed
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