

POSITION DESCRIPTION

POSITION TITLE: Dispatcher

DEPARTMENT: Police Department

DATE: May 8, 2014

GENERAL PURPOSE:

Answer emergency and non-emergency calls from the public, interdepartmental calls from police and fire services and calls from other public agencies. Monitor computer screens, while efficiently gathering, prioritizing and documenting caller information. Provide callers with the appropriate advice or referral, or initiate police, fire and/or emergency medical services to the caller. Operate Computer Aided Dispatch (CAD), two-way radio, and other sophisticated communications equipment systems.

SUPERVISION RECEIVED:

Works under the general supervision of the Chief of Police and Chain of Command.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

General: This position performs the tasks necessary to effectively supervise the dispatching of police and fire units as required. The essential functions of this position include, but are not limited to the following:

- (A) Receive, prioritize and often handle multiple, simultaneous emergency and administrative phone calls for assistance, such as but not limited to car accidents, towed cars, barking dogs, domestic abuse, etc.
- (B) Process complaints and make appropriate referrals on a broad variety of public safety matters, that often require referring to or memorizing detailed reference materials and standard operating procedures, including databases, maps, telephone listings and other resources.
- (C) Identify through appropriate and timely questioning of the caller, the nature of the problem. Summarize the critical information for public safety first responders in the computer aided dispatch system using correct grammar, spelling and punctuation and refer and classify calls for police and fire assistance according to the level of response required.
- (D) Access and operate local and state data base systems to verify information as requested.
- (E) Receive requests for other city services (flooding, water, sewer & electrical) after

hours, on weekends and holidays and initiate the appropriate notifications.

- (F) Access and operate the computer system to locate existing or prior warrants, pickup, all other orders, officer safety information and effectively communicate this information to officers. Enter, modify, clear or delete data from the system.
- (G) Access and operate the computer system to review information pertaining to individuals, vehicles, drivers, guns, articles and computerized criminal history files to query data.
- (H) Receive requests by radio, phone, electronic format or fax from law enforcement, fire personnel and other public safety agencies to access, retrieve and disseminate driver's records, motor vehicle records, stolen property, wanted persons and criminal history files utilizing local, state and national database systems; prioritize and effectively relay information in proper format to requesting agency.
- (I) Process all paperwork, data entry and alert notifications for all missing persons, stolen vehicles, arrested individuals.
- (J) Keep senior police and fire staff informed twenty four hours a day of noteworthy incidents and emergencies.
- (K) Responsible for greeting and providing services to visitors to the police station's lobby.
- (L) Answers questions from the public pertaining to departmental policies and procedures or community services.

OTHER DUTIES:

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

Additional duties could include: the ability to determine and implement the appropriate course of action in emergency or stressful situations; to develop and maintain effective working relationships with other employees; work independently; prepare concise narrative and statistical reports and evaluations using appropriate word processing and spreadsheet technology.

PERIPHERAL DUTIES:

- (A) Maintains departmental equipment, supplies and facilities.
- (B) Maintains contact with general public, City officials and employees in performance of his/her duties.

DESIRED MINIMUM QUALIFICATIONS:

- (A) 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.
- (B) Must not have been convicted of any felony convictions or other disqualifying serious misdemeanors, or possess any other disqualifying criminal history.
- (C) Must be a U. S. Citizen.
- (D) Must be of good moral character and temperament, and possess industrious habits.
- (E) Must have the ability to maintain an excellent attendance record as per the regular hours of business, scheduled overtime and call-outs.
- (F) Must have the ability to progressively assume all duties through the six-month probationary period.
- (G) Must be experienced and proficient in using Personal Computers (PC's) and variety of computer software programs and other office equipment essential to performing daily activities.

EDUCATION AND EXPERIENCE:

- (A) Possession of a high school diploma or general equivalency diploma (G.E.D.);
- (B) Must have at least (2) two years of experience as a Telecommunications Operator.
- (C) Requires demonstrated knowledge of the Principles and Practices of Computer Aided Dispatch (CAD), Radio Dispatch and Telecommunications procedures.
- (D) Must have knowledge of applicable Federal, State and local laws, ordinance, statutes, rules, regulations, policies and procedures.
- (D) Must have knowledge of the organization of local government and the interaction of departmental units.
- (E) Must have exceptional oral and written communications ability; outstanding leadership and administrative skills; the ability to establish and maintain effective relations with the community, city employees, and Board of Mayor and Commissioners.
- (F) Must have good public relations skills.

LANGUAGE SKILLS:

- (A) Ability to read, analyze and interpret records. Ability to respond to inquiries from citizens or members of the business community. Ability to effectively present information to the Mayor and Board of Commissioners and to public groups. Must be able to read and interpret all adopted federal, state and local codes and laws as it relates to the Communication Department and comprehend complex instructions, correspondence, and memos in the English language.
- (B) Ability to prepare general correspondence and speak effectively using the English language.
- (C) Ability to effectively present information in one-on-one and group situations to citizens and other employees of the city.

REASONING ABILITY:

Ability to apply principles of logical thinking to a wide range of intellectual and practical problems. Ability to apply theory into actual work situations. Ability to analyze departmental operations and derive a feasible solution to make those operations more economical. Must have considerable knowledge of Dispatch System.

DISCLAIMER STATEMENT:

The statements above are intended to describe the general nature and level of work performed by persons in this position. The above is not intended to be an exhaustive list of all responsibilities and duties that may be assigned. The Board of Mayor and Commissioners may, at its sole discretion, modify the above by the addition, deletion, transfer or assignment of such other duties as it may determine to be in the best interest of the City.

PHYSICAL DEMANDS:

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

- 1) While performing the duties of this job, the employee is regularly required to talk and hear;
- 2) The employee frequently is required to use hands and fingers, handle or feel objects, tools, or controls;
- 3) The employee is frequently required to sit, stand; reach with hands and arms and drive a vehicle.

- 4) The employee is occasionally required to climb or balance, stoop, crawl, kneel, or crouch.
- 5) Must be able to occasionally lift and/or move objects of twenty (20) pounds or more.
- 6) Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus.

WORK ENVIRONMENT:

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 of this job are performed indoors. The employee occasionally will be required to work near moving mechanical parts, fumes or airborne particles, toxic or caustic chemicals and loud acoustic vibrations.

This position is subject to stressful situations and demands and meeting project deadlines or responding to emergency working more than forty (40) hours per week. Attendance at night meetings may be required. This position may require you to be able to work any shift as deemed necessary by the Chief of Police.

Occasional travel will be required to the various departments within the City to relay information. Occasional travel will also be required to attend hearings, seminars and conferences. The work environment is normally one that requires a constant flow of information exchange, as well as telephone inquiries and personnel visits from other department heads and employees.

SELECTION GUIDELINES:

- (A) Entry Level: Formal application; review of education and experience; oral interview with Board of Mayor and Commissioners or designee; background check; physical and drug screening.
- (B) Lateral Entry: Must be able to meet all entry level requirements listed above.

OTHER MATTERS:

The position of Dispatcher is full-time; works regularly scheduled hours year-round, and works overtime and at night. The person in this position will work shift work, and is always on call for emergency situations. The position has accountability for monetary, budgetary, safety, equipment and legal issues related to the work for which this position is responsible.

The stress level associated with this position is moderately to extremely high. Physical work involved in this position exists only in major emergencies and crisis situations.

This job description does not constitute an employment agreement or contract between the employer and employee, and is subject to change by the City of Clarksdale, as the employer, at its sole discretion, as the needs of the employer and the requirements of the job change from time to time, without prior notice to the employee.

The Dispatcher is an employee at-will, and the Board of Mayor and Commissioners of the City of Clarksdale may terminate the relationship at any time, for any reason, with or without cause or notice.