CITY OF WOODLAND PARK JOB DESCRIPTION

Title: Dispatcher I  
Department: Police - Dispatch  
Grade: 6

CORE VALUES: Service, Trust, Respect, Integrity, Vision, Excellence

SUMMARY
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. Works independently.

ESSENTIAL DUTIES AND RESPONSIBILITIES
2. 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.
5. Records required data in above. Provides information to police employees from these systems.
6. Monitors the status, location and safety of all officers on duty. Arranges for necessary assistance as appropriate.
7. Controls access to police building through certain dispatch operated doors.
8. Maintains dispatch center work area and equipment in clean and working condition.
9. Operates radios as needed and assists in radio communications; operates base radio as required.
10. Composes, types, and edits correspondence, reports, memoranda, and other material requiring judgment as to content, accuracy, and completeness.
11. Inputs data to standard office and department forms, both manual and automated; makes simple postings to various reports; compiles and tabulates data.
12. Maintains dispatch documents and records; prepares case reports.
13. Reviews all reports from officers for completeness and follow-up.
14. Assists in the preparation of a variety of reports and records.
15. Records and files citations; assigns case numbers to incidents and maintains report files.
16. Maintains the Uniform Crime Reports (UCR) and NIBRS systems and related systems.
17. Provides a variety of police related information to the public and governmental agencies.
18. Receives requests from officers on call for special or specific information; follows up with appropriate information and relays the same back to the officer.
19. Provides a variety of administrative assistance as needed.
20. Composes a variety of correspondence, reports and other materials requiring independent judgment as to content, accuracy and completeness.
21. Establishes and maintains records systems

ADDITIONAL DUTIES
1. Monitors individuals in holding cells for proper conduct, safety, and medical or other needs.
2. Assists in training new employees.
3. Serves as a member of various employee committees.
4. Monitors alarms.
5. Dispatches City Utility and Street Department call outs after regular service hours.

SUPERVISION RECEIVED
Works under the close supervision of the Dispatch Supervisor.

SUPERVISION EXERCISED:
None.

DESIRE MINIMUM QUALIFICATIONS
Education and Experience
1. Graduation from a high school or GED required.
2. Police dispatch experience preferred.
3. Dispatcher training preferred.

Necessary Knowledge, Skills and Abilities
1. Must be able to effectively meet and deal with the public.
2. Have the ability to communicate effectively verbally and in writing.
3. Has the ability to handle stressful situations.
4. Able to effectively perform several tasks at once.
5. Working knowledge of computers and records management systems.
6. Has a working knowledge of modern office practices and procedures.
7. Skill in operation of the listed tools and equipment.
8. Ability to perform cashier duties accurately.

SPECIAL REQUIREMENTS
No felony convictions. No misdemeanors involving violence or moral turpitude, theft. Must meet Department Ethical Standards. Must be able to testify effectively in court or in hearings.

All police employees are subject to recall to duty at any time. All employees may be required at all times to carry phones or pagers for this or other purposes.

TOOLS AND EQUIPMENT USED
Radios, telephoned including computer-aided dispatch systems; personal computer including word processing software; copy machine; fax machine.

PHYSICAL DEMANDS
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 individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit and talk or hear. The employee is occasionally required to walk. The employee is frequently required to use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms.

The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus. Vision may be corrected. Hearing voice, phone, and radio information clearly and accurately is essential. Hearing may be corrected.

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 environment is similar to an office, but persons may not leave unless relieved by another employee. The noise level in the work environment is usually moderate.

SELECTION GUIDELINES/ADDITIONAL INFORMATION
Formal application, rating of education and experience; oral interview and reference check; job related tests may be required, background check, polygraph, drug test, physical examination.

Dispatchers with less than two years experience are hired at grade 6 and move to grade 7 after two years of satisfactory service. Dispatchers with two years service may be hired at grade 8 according to the needs of the department.

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.

EMPLOYEE ACKNOWLEDGEMENT

I have read and understand this job description.

Employee Signature ________________________________  Date ________________