

TITLE: Radio Dispatcher

DEPARTMENT: Police Department

IMMEDIATE SUPERVISOR: Senior Radio Dispatcher

JOB SUMMARY:

Works under the direct supervision of the Senior Radio Dispatcher and under the general supervision of the Administrative Lieutenant, but takes direct orders when working from police supervisory personnel. 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 procedures of the dispatch center.

PRE-QUALIFICATION REQUIREMENTS FOR EMPLOYMENT AS RADIO DISPATCHER

1. Must be 18 years of age at the time of employment.
2. Must have a high school diploma or G.E.D. equivalency certificate;
3. Must be able to type 40 words per minute;
4. Must have working knowledge of computers and electronic data processing;
5. Must be able to read and write the English language;
6. Must have no felony convictions;
7. Must submit to and pass a drug screen for illegal drugs (after job is offered).
8. May be required to submit to and pass a voice stress test and / or polygraph examination;

SPECIFIC JOB DUTIES AND RESPONSIBILITIES:

1. Monitors telephones and radio in the dispatch center.
2. Answers all incoming calls and ascertains nature of call and gathers all necessary information to transmit or relay;
3. Dispatches police and fire department vehicles for emergency responses and broadcasts nature, location, and time of incident;
4. Contacts all required personnel and local concerns and relays information as required;
5. Maintains log on radio and telephone communications, location of personnel and equipment;
6. In the event of an emergency, maintains on-going contact with responding personnel and keeps them informed of all incoming pertinent information;
7. Maintains dispatch center work area and equipment in clean and working condition;
8. Operates radio as needed and assists in radio communications.
9. Keeps track of various information, such as traffic lights out and streets closed and keeps emergency personnel informed;
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;

12. Makes simple postings to various reports;
13. Compiles and tabulates data;
14. Maintains dispatch documents and records;
15. Prepares reports;
16. May be responsible for training new employees;
17. Performs other related duties as required.

SPECIAL KNOWLEDGE, SKILLS, ABILITIES OR EDUCATION:

1. Working knowledge of computers and electronic data processing;
2. Working knowledge of modern office practices and procedures;
3. Some skill in operation of the tools listed in the job description and the equipment;
4. The ability to effectively deal with the public;
5. The ability to communicate effectively verbally and in writing;
6. The ability to handle stressful situations;
7. The ability to follow written instructions;
8. The ability to establish and maintain effective working relationships with supervisors and peers.

TOOLS AND EQUIPMENT USED:

Communication switchboard, including computer aided systems; personal computer, including word processing software; copy machine; typewriter; fax machine; telephone; and radio.

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 the 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 frequently required to use hands to finger, handle or feel objects, controls or tools; and reach with hands and arms. The employee may be required to move 8-10 feet within the work station.

The employee must occasionally lift and / or move up to 10 pounds. Specific corrected vision abilities required by this job include close vision, 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 noise level in the work environment is usually quiet to moderate.

The information supplied herein is intended to describe the general nature of this position and is not to be considered a complete statement of duties, responsibilities and requirements.

This 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 this job change.