

J O B O P E N I N G

Full and Part Time Emergency Services Dispatchers POLICE DEPARTMENT

\$15.10 per hour

General Statement of Duties: Responds to incoming communication received in Central Dispatch. Performs necessary communications work within the Communication Center/Police Department involving records maintenance and the operation of communications equipment. May be required to work overtime when emergencies occur. Performs related work as required.

Supervision Received: Receives direct supervision from the Communications Supervisor.

Supervision Exercised: The most senior Emergency Services Dispatcher on duty will always be responsible for the shift they are working.

Essential Responsibilities

- Receives complaints, requests, emergency calls, or other information from various patrols or general public, either in person or via telephone; and transmits same to appropriate police officers, agencies, other departments, or persons responsible for executing the necessary action.
- Operates telephones, two-way radios, and various equipment, utilizing records and public safety manuals in the receiving, recording and transmission of messages.
- Dispatches police, fire, emergency medical services, public works/utilities and others as required to emergency and non-emergency requests for assistance.
- Assists outside agencies with the lodging of prisoners, and monitors prisoners via closed circuit TV.
- Performs duties requiring various skills in typing, filing and computer.
- Operates teletype linkage with other law enforcement agencies.
- Assists in data entry and retrieval process.

Qualifications: The Emergency Services Dispatcher must have the ability to analyze a situation accurately and take or suggest an effective course of action. Have a thorough understanding of the capabilities of the communications system and a working knowledge of the system. Have an adequate understanding of the technical operation of the system to allow intelligent reporting of equipment failures. Have the ability to work effectively under all conditions. Follow moderately complex written and/or oral instructions or directives.

Have the ability to learn new procedures and techniques for handling current and additional equipment, radios, telephone, CRT, recording equipment, etc. Demonstrate the ability to prioritize emergencies and information and be able to communicate with personnel in the field. Must be public relations oriented. Must have a working knowledge of telephone protocol, radio procedures including FCC rules and regulations. Have a working knowledge of office procedures and equipment. Have a knowledge of police, fire, rescue, public works and their interactions, an understanding of emergency service mutual aid systems and coverage areas and responsibilities of all agencies involved.

Graduation from high school, with a minimum of two years experience working with the general public or in communications, or equivalent combination of schooling and experience. Must hold or be able to obtain certification as an Emergency Services Dispatcher. Ability to adapt to rapidly changing situations and work at a fast pace. Remain calm in emergencies, maintain a variety of simple clerical records; have good diction and a clear speaking voice.