

**DEPARTMENT OF PUBLIC SAFETY**  
**Clerk-Dispatcher**

Class Title: Dispatcher

Date: 4-23-93

**GENERAL PURPOSE**

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.

**SUPERVISION RECEIVED**

Works under the close supervision of the On-Duty Platoon Shift Commander.

**SUPERVISION EXERCISED**

None.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

Monitors telephones, radio and alarms in the dispatch center, answers all incoming calls and ascertains nature of call, gathers all necessary information to transmit or relay.

Dispatches police, fire and other response vehicles for emergency responses; broadcasts nature, location and time of incident; contacts all required personnel and other local concerns such as utility companies, schools, etc.; transmits mutual aid requests for or from other police/fire agencies in the event of an emergency situation; insures the presence of reserve units by contacting personnel designated for callback; relays information as required.

Maintains log on radio and telephone communications, location of personnel and equipment; in the event of an emergency situation, maintains ongoing contact with the responding personnel and keeps them informed of all incoming pertinent information; keeps track of various 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.

Operates radios as needed and assists in radio communications; operates base radio as required.

Operates L.E.I.N. (Law Enforcement Information Network) computer system.

Operates listed office machines as required.

Composes, types, and edits correspondence, reports, memoranda, and other material requiring judgment as to content, accuracy, and completeness.

Inputs data to standard office and department forms, both manual and automated; makes simple postings to various reports.

Maintains dispatch documents and records; prepares case reports.

#### PERIPHERAL DUTIES

Monitors individuals in holding cells for proper conduct, safety, and medical or other needs.

Assists in training new employees.

Serves as a member of various employee committees.

Monitors storm warning system.

#### DESIRED MINIMUM QUALIFICATIONS

##### Education and Experience:

- (A) Graduation from a high school or GED equivalent with specialized course work in general office practices such as typing, filing, accounting or bookkeeping,
- (B) Two (2) years of increasingly responsible related experience, or any equivalent combination of related education and experience.

##### Necessary Knowledge, Skills and Abilities:

- (A) Working knowledge of computers and electronic data processing; working knowledge of modern office practices and procedures; some knowledge of accounting principles and practices.
- (B) Some skill in operation of the listed tools and equipment.
- (C) Ability to perform cashier duties accurately; ability to effectively meet and deal with the public; ability to communicate effectively verbally and in writing; ability to handle stressful situations.

#### SPECIAL REQUIREMENTS

No felony convictions.

## TOOLS AND EQUIPMENT USED

Communications switchboard, including computer-aided systems; personal computer including word processing software; copy machine; fax machine; radio; typewriter; recording machine; alarm panel; TV monitors.

## 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 10 pounds. Specific 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.

## SELECTION GUIDELINES

Formal application, rating of education and experience; oral interview and reference check; job related tests may be required.

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.