

**POSITION DESCRIPTION
FULL-TIME DISPATCH**

Class Title: Full-Time Dispatcher
Department: Police

Date: March 12, 2019
Union: Ohio Patrolman's Benevolent Association

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 direction of the Safety Director and his/her designee.

SUPERVISION EXERCISED

None generally. May supervise other part-time staff or personnel, as assigned.

ESSENTIAL DUTIES AND RESPONSIBILITIES

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 and necessary information to start an incident report as required.

Dispatches police, fire and E.M.S. and other response vehicles for emergency responses; broadcasts nature, location and time of incident; contacts all required personnel and other local concerns such as the fire department in the event of an emergency call; insures the presence of back up units by contacting personnel designated by policy; relays information as required.

Maintains log on radio and telephone communications, location of personnel and equipment; in the event of an emergency situation, maintains on-going 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.

Serves in the capacity of a receptionist with a wide variety of clerical tasks. 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 the Computer Aided Dispatch (CAD) system.

Operates the Geneva Police Computer Data Base and associated programs.

Operates listed office machines as required, typewriter, calculator, computer, intercoms, alarms, jail controls, fax machine, recording equipment, and others as assigned.

Handles any assigned jail duties.

Know the geography of the dispatch centers area of coverage.

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 computer; makes simple postings to various reports; compiles and tabulates data.

Maintains dispatch documents and records; prepares case reports.

Performs related duties as assigned.

PERIPHERAL DUTIES

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

Acts in the capacity of a corrections officer on occasion when required. Serves in the capacity of a Deputy Clerk of Western County Court.

Assists in training new employees.

Serves as a member of various employee committees.

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, and
- B. Two (2) years of increasingly responsible related experience, or any equivalent combination of related education and experience.

Special Training:

- A. Association of Public-Safety Communications Officials certified or able to obtain certificate.
- B. Medical Dispatching

REQUIRED QUALIFICATIONS

Must be able to become Law Enforcement Automated Data System (L.E.A.D.S.) certified.

Working knowledge of computers and electronic data processing; working knowledge of modern office practices and procedures; some knowledge of accounting principles and practices.

Some skill in operation of the listed tools and equipment.

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

TOOLS AND EQUIPMENT USED

Communications radio and console, including computer-aided systems; personal computer including word processing software; copy machine; fax machine; 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 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 50 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.

At times fast paced and will need ability to prioritize.

The noise level in the work environment is usually quiet.

Must be able to interact with prisoners.

Must be able to interact with the public and with Safety Forces from multiple agencies.

SELECTION GUIDELINES

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

Employee: _____

Date: _____

Department Head: _____

Date: _____