

City of Oak Creek

Class Title: Emergency Services Dispatcher
Department: Police
Division: Administrative
Location: Police Station

Job Code Number:
Grade Number:
Non-Union

Summary Description

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.

Major Duties/Essential Functions

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 the fire department in the event of an emergency situation; insures the presence of reserve units by contacting personnel designated for call-back; relays information as required.

Utilizing the department's computer-aided dispatch, the dispatcher must maintain a log as required by the FCC 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.

Maintains accountability of all officers at all times, for their safety and safety of others.

Comprehends the Incident Command System. Determines which officer is the Incident Command (IC), if not determined, and directs all transmissions and requests through this incident commander.

Assists in the completion and recording of complaints, accidents, and other similar forms; types and files related records and forms.

Disseminates motor vehicle, driver's license, and criminal record information to authorized personnel in accordance with department procedures and guidelines.

Notifies supervisory personnel of any emergency situation or condition which would require the reassignment of additional officers needed to provide for the public safety (i.e., notifies shift commander of any major occurrence or natural disaster).

Verifies and updates Crime Information Bureau files when additional information is received regarding a wanted person and checks with originating agency to verify that the warrant is still valid prior to confirming this with the arresting officer.

Inputs data to standard office and department forms, both manual and automated; makes simple postings to various reports; compiles and tabulates data. Maintains dispatch documents and records.

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

Receives, logs and indexes incoming filings, citations and complaints.

Minor Duties/Responsibilities

Confers with supervisor on a regular basis, discussing work processes, incidents, problems and plans and receiving advice, counseling and instruction.

Enters or cancels warrant information in the Crime Information Bureau files via the computer link terminal.

Initiates calls to off-duty officers in the absence of a supervisor or when directed to do so by a supervisor when additional manpower is required and call-ins are directed.

Monitors such alarms as may be required; works at the front desk as may be required. Operates Civil Defense Warning System.

Cross trains with clerk matrons and performs other communication, clerical, support duties as may be assigned.

Responsible for notification to other City departments of any violations of City ordinances or regulations not in the primary area of responsibility of this position.

Maintains dispatch center work area and equipment in clean and working condition.

Performs other such duties as required.

Supervision/Accountability

Directly accountable to the shift commander on duty, overall accountability to the Dispatch Manager or his/her designee. No supervisory responsibility.

Knowledge

Knowledge of Federal Communications regulations governing law enforcement communications, acquired on the job; knowledge of policies, procedures, practices and techniques of law enforcement communication, acquired on the job; working knowledge of traffic ordinances, City Code, and other laws pertinent to law enforcement; intermediate to advanced knowledge of two-way radio communications and the ability to answer multiple incoming emergency and non-emergency telephone calls; knowledge of City geography; knowledge of office practice and procedures. General working knowledge of microcomputers, computer-aided dispatch, Windows and word processing. Some knowledge of law enforcement acquired on the job.

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Skill/Ability

Ability to function in a sustained stress environment with the ability to interpret and prioritize incoming and outgoing information by radio, phone, verbal or written communication. Ability to monitor several conversations at the same time and retain key information relative to the conversations. The ability to project and enunciate verbal communication clearly over the phone and radio without a discernible accent. Ability to type accurately on both word processors and typewriters. Clerical skills to interpret, record, decipher, and report emergency and non-emergency information from both paper and electronic record keeping systems. Ability to establish and maintain an effective working relationship with staff members and public officials, and ability to deal with the public in a courteous and professional manner. Ability to read maps and give accurate directions to staff members and the general public. Ability to read and interpret manuals, ordinances and regulations. Ability to communicate effectively with the public, citizens and employees on matters requiring discretion and knowledge. The ability to accept responsibility, to make decisions and to effectively prioritize work. Ability to speak and understand the English language fluently and use proper grammar, punctuation and spelling. Performing responsible dispatching and clerical work requiring independent judgment with speed and accuracy; learning, interpreting, and applying organizational policies, laws, rules and regulations, taking responsibility for the compilation and organization of reports; word processor typing accurately from a clear copy or from dictation equipment at a speed of 35 words per minute; making arithmetic calculations with speed and accuracy; Ability to research and obtain pertinent information through various resources. Considerable ability and proficiency with computer equipment to process, access, retrieve, or input information using word processing and other standardized software common to the work unit or as assigned. Ability to research and obtain pertinent information through various resources. Ability to understand and apply principles of computer input and output capabilities.

Education/Experience

Any combination equivalent to education and experience that provides the required knowledge and skills is qualifying. Must possess a minimum of a high school diploma or G.E.D. equivalent.

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 required to sit, talk and hear. The employee is required to use hands to type, 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. The employee is required to hear and respond to telephone conversations without the aid of hearing equipment.

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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 noisy. This work, except for situations created by manmade and natural disasters and civil disturbance emergencies where mobile or field command/communication posts are utilized, is performed in a communications center where multiple types and pieces of telecommunication equipment are in constant operation. Work may be stressful, and demands physical and mental stamina necessary to work long hours under high stress in emergencies.

Tools and Equipment Used

The ability to use the tools and equipment listed below is essential to perform the functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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

License/Certifications

Possession of a valid Wisconsin Motor vehicle operator's license preferred. Certification or the capacity to meet certification requirements as a TIME system operator and any other minimum standards set by the Wisconsin Department of Justice, Division of Training and Standards, as applicable to Emergency Service Dispatchers. Loss of certification may be cause for demotion or termination.

Special Conditions of Work

Must reside inside area described by Ordinance 1646 as amended.

Selection Guidelines

The hiring process is approved by the City Administrator under the City hiring policy and includes, but is not limited to the completion of a formal application, the rating and verification of education and experience; oral interviews; a background investigation and a physical exam. Job related tests may be required as determined by the City.

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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.

Approval: _____
Supervisor

Approval: _____
City Administrator

Revision History:
October 17, 2013
September 11, 2002
May 12, 1999
February 4, 1999
February 16, 1998
July 16, 1993

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