

POLICE SERVICES DISPATCHER

DEFINITION

Under general supervision on an assigned shift, receives emergency and other calls for service and dispatches appropriate personnel and equipment utilizing computer, telephone and/or alarm signal communications equipment.

ESSENTIAL FUNCTIONS INCLUDE BUT ARE NOT LIMITED TO

Operates UHF and VHF radio receivers and transmitters, telephone key modules, computer terminal stations, alarm signal equipment, and other communications equipment, based on information secured from direct incoming calls, or automatic alarm systems; dispatches personnel and equipment for emergency service according to established procedures or as directed by supervisory personnel; maintains computer terminal and radio contact with field mobile units to coordinate emergency service according to established procedures or as directed by supervisory personnel; receives and transmits information, relays messages, keeps command personnel informed of status of emergency situations, and dispatches additional personnel and equipment as directed; keeps records and logs of communications activities and maintains special files, lists, and maps; maintains up-to-date familiarity with the locations of streets, specified buildings and facilities; tests communications equipment and reports malfunctions; may instruct other departmental personnel in the operation of communications equipment; and performs other functions as assigned.

DISTINGUISHING FEATURES OF THE CLASS

An employee in this class performs communications work in the protection of life and property in emergency situations, frequently under stress, requiring the prompt and efficient dispatching of personnel and equipment. This employee reports to a Police Communications Supervisor, but may also be trained and Supervised by a Police Services Dispatcher who is assigned as a lead worker.

RECOMMENDED MINIMUM QUALIFICATIONS

One year of clerical or other work experience involving public contact. Graduation from high school or G.E.D. equivalent may be used in combination with experience to provide the knowledge, skills and abilities listed below.

### DESIRABLE KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of: principles, practices, and procedures involved in public safety communications work; operation of radio/telephone receiving and transmitting equipment; and some knowledge of the geography of the City and the location of streets and important buildings.

Ability to: type 35 words per minute; differentiate basic colors; speak clearly in a well modulated voice using good diction; work under stress and exercise good judgment in emergency situations; adjust quickly to changing situations; keep records and prepare reports; hear accurately; effectively read and interpret maps; and establish and maintain effective working relations with other employees and the public.

### CHARACTERISTICS OF A SUCCESSFUL PERFORMER

Appropriate individuals prefer a fast paced, highly demanding work environment. They must be logical, level headed, and able to react appropriately and quickly in crisis and in routine situations. As the key link between the Police Department and citizens, dispatchers must be polite, patient and tactful so as to provide the highest quality service to the community.

Class title established per Resolution 82-110,  
effective 7-1-82

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Class Specification Revised: 08/02