### CHAPTER 800

**POLICE DEPARTMENT – JOB DESCRIPTION**

**800.12 DISPATCHER**

Under the direction of a Shift Supervisor, the Dispatcher is the primary line of communication between the citizens of the community and the Police/Fire Departments.

**ESSENTIAL DUTIES:** Answer phones and dispatches officers to calls for assistance; maintains radio contact with officers on the street; conducts computer searches and performs data entry; monitors prisoner activity; maintains daily a report and jail log; handles Fire Department dispatch services. Provides dispatch services and 911 dispatch services for Lakeline Village.

Relays information, answers appropriate questions, receives complaints and obtains information from callers, contacts other agencies, utilities or services as may be required. Runs computer checks and information inquiries; send teletypes to other law enforcement agencies, city band, monitors radio traffic from surrounding areas. Maintains audio and visual contact with prisoners in the jail; makes visual welfare checks of prisoners; maintains a jail roster and assures prisoners receive proper meals and medications. Video records booking of DUI’s and other arrests on a need basis; maintains a video log; video records jail activity on a need basis.

Dispatches Fire and Rescue personnel; maintains radio contact with Fire Department; puts out fire alerts as required; monitors MABAS fire band. Records information on daily reports; maintains tow-in log. Greets citizens who come into the Police Station; releases towed vehicles.

May also be assigned to other duties of a similar nature or level.

**MINIMUM REQUIREMENTS:** Must be at least 18 years of age and be a high school graduate or GED equivalent. Must not be a convicted felon and pass a background investigation.

**KNOWLEDGE REQUIRED:** A thorough knowledge of communication dispatch skills. A thorough knowledge of computer operation procedure. A thorough understanding of the laws and guidelines outlining the accessing of privileged information.

**SKILLS REQUIRED:** Ability to deal effectively and courteously with others. Ability to take in and relay information clearly and concisely. Ability to react quickly and calmly in emergencies. Ability to prioritize by importance. Interpersonal skills and applied to interaction with co-workers, supervisors, the general public, etc., sufficient to exchange or convey information and to receive work directions.

**PHYSICAL ACTIVITIES/REQUIREMENTS:** Reaching, fingering, grasping, standing, walking, talking, seeing, hearing, crouching, balancing, bending, pushing, pulling, lifting, repetitive motions.

#### DISPATCH – Continued –

**LIGHT WORK:** Usually exerts up to 10 pounds of force or less and/or negligible amounts of force to move objects up to 35 pounds or less. Typical and usual office working conditions. May be required to rotate shifts and work weekends. Some overtime will be required.

**PROBATIONARY PERIOD:** 1 year, per Contract.

(FOP Dispatchers Unit – Non Exempt)

**COMPENSATION**: $18.30 – $24.70