

CITY OF ELYRIA

An Equal Opportunity Employer

POSITION DESCRIPTION

Name: (per electronic signature)
Classification Title: Dispatcher
Position Title: Police Dispatcher (PD.6.PD)

Civil Service Status: Classified	Department: Police
Employment Status: Full Time	Division: Patrol
FLSA Status: Overtime Eligible	Reports To: Patrol Sergeant
Pay: Per Collective Bargaining Contract	

JOB RESPONSIBILITIES:

Under general supervision, receives calls, including requests for public safety services or information, and dispatching of personnel and equipment for emergency service through the use of telephone, police/fire radio, and other communications equipment; and performs any additional related work as assigned.

MINIMUM QUALIFICATIONS:

Completion of secondary education, GED, or equivalent combination of training or experience; ability to calculate fractions, decimals, and percentages, and to read and write common vocabulary; incumbent must meet all job safety requirements and all applicable OSHA safety standards that pertain to essential functions.

LICENSURE OR CERTIFICATIONS REQUIREMENTS:

Certification in LEADS, CCH and NCIC; must renew certification according to schedule established by certifying authority.

ESSENTIAL FUNCTIONS OF THE POSITION: For purposes of 42 USC 12101:

1. Operates telephone console to receive incoming calls for assistance; determines nature and urgency of call (e.g., emergency, service, information etc.) and prioritizes response; receives and transmits radio communications (e.g., dispatches patrol officers and equipment for purposes of law enforcement, traffic control, accident investigation, motorist assistance, security, service, etc.); scans status charts and computer screen to determine units available; logs and records calls; monitors multiple frequencies and patrol units; contacts support services as necessary (e.g., fire, ambulance); responds to inquiries and requests from general public and handles complaints; monitors 911 emergency lines and takes appropriate actions.
2. Operates telecommunications computer terminals (e.g., LEADS, NCIC, etc.) receiving and transmitting messages; interprets messages and responds according to established department procedures; takes and furnishes information in reference to criminal record checks, social security number, driver's license number, vehicle registration, warrants,

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etc.; provides direction to officers and routes information to appropriate person, department or agency.

3. Maintains accurate communications log (i.e., telephone, radio and message control); updates daily information; enters and deletes warrant files on New World computer system; inputs data on persons, towed or stolen vehicles, missing persons, stolen property, etc.; prepares reports, cards, and correspondence and maintains related documentation as required.
4. Monitors closed circuit television security systems for police department facility (e.g., jail, booking room, front lobby area, parking lot, etc.); monitors alarm board for city businesses and services (e.g., malls, banks schools, etc.).
5. Greets and assists visitors to department and provides information and services to community and area public service agencies; acts as liaison between field units and station supervisor; may receive and record admissions and/or evidence submitted after normal work hours.
6. Attends staff meetings, training sessions, workshops, and seminars as required.
7. Performs other related duties as assigned.
8. Meets all job safety requirements and all applicable OSHA safety standards that pertain to essential functions.
9. Demonstrates regular and predictable attendance.

OTHER DUTIES AND RESPONSIBILITIES:

1. Remains informed of current developments and procedures pertinent to duties.

MINIMUM ACCEPTABLE CHARACTERISTICS: (*indicates developed after employment)

Knowledge of: LEADS computer operations; public safety radio dispatching procedures; geographic layout of jurisdiction; department policies and procedures;* public relations; community resources and services; office procedures; records management.

Skill in: Typing, data entry, computer operation; law enforcement communication equipment operation.

Ability to: Carry out detailed but basic written or oral instructions; deal with problems involving several variables within familiar context; define problems, collect data, establish facts, and draw valid conclusions; understand, interpret, and apply laws, rules or regulations to specific situations; calculate fractions, decimals, and percentages; copy records precisely without error; complete routine forms; prepare routine correspondence; prepare accurate

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documentation; compile and prepare reports; respond to routine inquiries from public and/or officials; communicate effectively; gather, collate, and classify information; maintain records according to established procedures; answer routine telephone inquiries; handle sensitive inquiries from and contacts with officials and general public; develop and maintain effective working relationships; resolve complaints.

EQUIPMENT OPERATED: The following are examples only and are not intended to be all inclusive:

Department computer; LEADS terminal, NCIC, base radio, two-way radio, scanner, telephone, alarm board, monitors and general office equipment.

INHERENTLY HAZARDOUS OR PHYSICALLY DEMANDING WORKING CONDITIONS:

This position description in no manner states or implies that these are the only duties and responsibilities to be performed by the position incumbent. My (employee) signature below signifies that I have reviewed and understand the contents of my position description.

Approval of Appointing Authority

Date

Employee Signature

Date