

CODE:
FLSA: NON-EXEMPT
GRADE:

**CITY OF TEGA CAY, SOUTH CAROLINA
JOB DESCRIPTION**

**JOB TITLE: DISPATCHER
POLICE DEPARTMENT**

GENERAL STATEMENT OF JOB

Under regular supervision, serves as dispatcher for the Police Department. Work involves receiving incoming emergency and non-emergency calls and dispatching calls for law enforcement personnel and services in an accurate, timely and professional manner; maintaining accurate dispatch records; assisting with general Police Department clerical functions, including NCIC records maintenance, and performing related work as required. Reports to the Sergeant and Dispatch Supervisor.

SPECIFIC DUTIES AND RESPONSIBILITIES

ESSENTIAL JOB FUNCTIONS

Performs computer-aided dispatching work, including receiving and dispatching emergency and non-emergency calls for law enforcement response by the Tega Cay Police Department, other law enforcement agencies, first responder units, fire departments, emergency medical services, and NAWAS weather warning system.

Dispatches from an emergency command post as necessary in major emergency situations.

Enters and maintains all information received into the Police Department's record management system and computer-aided dispatch system.

Handles calls in a professional and timely manner and in compliance with all pertinent local, state and federal regulations.

Provides routine assistance and information to callers, such as taking messages, providing directions, routing calls, etc.

Coordinates emergency communications with other public service answering points in and outside of York County as necessary.

Monitors and responds to radio communications; tracks the location of field units; provides information, assistance and directions to officers in the field; dispatches back-up assistance as needed to help ensure the safety of officers.

Prepares recordings of dispatch communications; documents all emergency communications and maintains related records, forms, logs, etc., with completeness and accuracy.

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Processes Crime Investigation Division and National Crime Information Center data and records as required, and in accordance with pertinent regulations.

Monitors and operates equipment/building control systems for the Law Enforcement Center, including camera security system, fire alarms and facility entrance doors.

Maintains forms and supplies as needed for daily operations.

Maintains "hot sheet" of all stolen property, wanted persons, etc., for officers' use.

Maintains residential/business alarm registrations.

Monitors weather radio and alerts appropriate personnel of potential inclement conditions.

Receives and responds to public inquiries, requests for assistance and complaints; greets and assists department visitors.

Performs other routine clerical work, including but not limited to copying and filing documents, sending and receiving faxes and e-mails, maintaining lists and logs, updating directories, etc.

Receives and/or reviews various records and reports such as incident reports, accident reports, traffic reports, complaints, case files, teletypes, court orders, warrants, etc.

Prepares and/or processes various records and reports such as log sheets, teletypes, notices, routine letters of correspondence, card files, various other forms and records.

Refers to directories, policy and procedure manuals, codes/laws/regulations, publications and reference texts, maps, etc.

Operates a variety of equipment such as copy machine, printer, fax machine, calculator, two-way radio, computer workstation, NCIC computer terminal, weather radio, etc.; uses a variety of general office supplies and a variety of computer data and word processing software.

Interacts and communicates with various groups and individuals such as the supervisor, co-workers, other City staff, other law enforcement agencies, and the general public.

Attends training, meetings, seminars and/or workshops to enhance job knowledge and skills.

Must be able to monitor and interact with detained suspects awaiting bond hearings or prisoner transport.

ESSENTIAL SAFETY FUNCTIONS

It is the responsibility of each employee to comply with established policies, procedures and safe work practices. Each employee must follow safety training and instructions provided by their supervisor. Each employee must also properly wear and maintain all personal protective equipment required for their job. Finally, each employee must immediately report any unsafe work practices or unsafe conditions as well as any on-the-job injury or illnesses.

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ADDITIONAL JOB FUNCTIONS

Provides training of new telecommunications personnel as required.

Performs related duties as required.

MINIMUM TRAINING AND EXPERIENCE

Requires High School Diploma and completion of required training and education, with a minimum of two to four years of experience as a 911 Dispatcher, or an equivalent combination of education, training and experience that provides the required knowledge, skills and abilities. Must possess a E911 Telecommunication Certification and any other SC Dispatch related certification(s) necessary to perform the job.

Must be able to complete 1-week training from the SCCJA for Basic Telecommunications and 3-week training course from the SCCJA on basic detention.

Additional minimum requirements: Requires a comprehensive background investigation to include a local, state and federal criminal history; sex offender registry and credit check. Requires satisfactory results from a medical, psychological evaluation and pre-employment substance abuse testing and is subject to random alcohol and controlled substance testing.

MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

Physical Requirements: Must be physically able to operate a variety of automated office machines including computer, adding machine, copier, telephone, radio, etc. Must be physically able to exert up to ten pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull, or otherwise move objects. Position involves standing for periods as well as sedentary work. May involve reaching and stooping. Must be able to lift and/or carry weights of up to twenty-five pounds.

Data Conception: Requires the ability to compare and/or judge the readily observable, functional, structural or compositional characteristics (whether similar to or divergent from obvious standards) of data, people or things.

Interpersonal Communication: Requires the ability of speaking and/or signaling people to convey or exchange information. Includes receiving of information and instructions from supervisor and relaying directions or information to officers and the public.

Language Ability: Requires the ability to read a variety of documents and reports. Requires the ability to prepare documents, and reports using proper format, punctuation, spelling and grammar. Requires the ability to communicate with co-workers, supervisors and the general public, etc. with poise, voice control and confidence.

Intelligence: Requires the ability to apply principles of rational systems in order to solve problems and deal with a variety of concrete variables in situations where only limited standardization exists; to interpret a variety of instructions furnished in written, oral, diagrammatic or schedule form.

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Verbal Aptitude: Requires the ability to record and deliver information and to follow and give oral and written instructions.

Numerical Aptitude: Requires the ability to add and subtract totals, to multiply and divide, to determine percentages and decimals, to determine time. Must be able to use practical applications of fractions, percentages, ratio and proportion.

Form/Spatial Aptitude: Requires the ability to inspect items for proper length, width and shape, and visually read various information.

Motor Coordination: Requires the ability to coordinate hands and eyes rapidly and accurately in using automated office equipment and communications machinery; to operate a motor vehicle.

Manual Dexterity: Requires the ability to handle a variety of items including computer keyboards, office equipment, control knobs, switches, etc. Must have minimal levels of eye/hand/foot coordination.

Color Discrimination and Visual Acuity: Requires the ability to differentiate colors and shades of color; requires the visual acuity to determine depth perception, peripheral vision, inspection for small parts; preparing and analyzing written or computer data, etc.

Interpersonal Temperament: Requires the ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing under stress when confronted with an emergency or tight deadline.

Physical Communication: Requires the ability to talk and hear: (talking expressing or exchanging ideas by means of spoken words; hearing: perceiving nature of sounds by ear).

PERFORMANCE INDICATORS

Knowledge of Job: Is knowledgeable in the methods, policies and procedures of the Police Department pertaining to specific duties of the Telecommunications Operator. Is knowledgeable in the laws, ordinances, standards and regulations pertaining to the specific duties and responsibilities of the position. Has knowledge of the organization of the City and of related departments and agencies. Has the ability to comprehend, interpret and apply regulations, procedures and related information. Has the ability to provide efficient, effective and professional service to officers and the public. Has thorough knowledge of the methods and procedures of police communications, including computer-aided dispatch, radio and NCIC communications. Has thorough knowledge of and skill in the use of communications equipment. Knows departmental rules and regulations regarding the use of radio equipment and of maintaining contact with officers and various agencies. Has knowledge of the layout of the City roads and of the locations of various neighborhoods; can read, interpret and understand City maps. Has knowledge of emergency first aid. Can communicate via radio and telephone in a clear and concise manner. Can communicate effectively with members of the public and deal with the public in a professional manner. Can maintain confidentiality as required. Can obtain accurate information when dealing with callers who are upset, afraid, injured, etc. Can transmit accurate information. Can give accurate direction over the telephone, providing the shortest route possible to emergency scenes. Can properly and effectively handle the more stressful calls that require special training and insight for successful intervention by the appropriate personnel. Has the ability to monitor alarm systems, taking appropriate action when activated. Has knowledge of modern office practices and equipment. Has knowledge of modern office practices and

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techniques; has knowledge of and skill in the use of computers for data processing and records management. Has knowledge of proper English usage, vocabulary, punctuation and spelling; has knowledge of basic mathematics. Knows how to operate and maintain a variety of office equipment as necessary in the performance of daily activities. Is skilled in applying a responsible attention to detail as necessary in preparing records, data entries, reports and correspondence. Can type with minimum error and complete data entry without error. Has knowledge of principles and practices of record-keeping. Can read and interpret various materials pertaining to the responsibilities of the job. Can take the initiative to complete the duties of the position without the need of direct supervision. Can use independent judgment in performing routine and non-routine tasks.

Has the ability to plan, organize and prioritize daily assignments and work activities. Can offer training and assistance to fellow employees as necessary. Has the ability to learn and utilize new skills and information to improve job performance and efficiency. Has knowledge of the occupational hazards and safety precautions of the trade. Can work under stressful conditions as required. Knows how to react calmly and quickly in emergency situations. Can site for long periods of time, work on a variety of shifts and possibly maintain on-call status.

Quality of Work: Maintains high standards of accuracy in exercising duties and responsibilities. Exercises immediate remedial action to correct any quality deficiencies that occur in areas of responsibility. Maintains high quality communication and interaction with internal and external entities with whom the position interacts.

Quantity of Work: Performs described Essential Functions and related assignments efficiently and effectively in order to produce quantity of work which consistently meets established standards and expectation

Dependability: Assumes responsibility for completing assigned work. Completes assigned work within deadlines in accordance with directives, policy, standards and prescribed procedures. Maintains accountability for assigned responsibilities in the technical, human and conceptual areas.

Attendance: Attends and remains at work regularly and adheres to policies and procedures regarding absenteeism and tardiness. Provides adequate notice to higher management with respect to vacation time and leave requests.

Initiative and Enthusiasm: Maintains an enthusiastic, self-reliant and self-starting approach to meet job responsibilities and accountabilities. Strives to anticipate work to be accomplished and initiates proper and acceptable action for the completion of work with a minimum of supervision and instruction.

Judgment: Exercises analytical judgment in areas of responsibility. Identifies issues or situations as they occur and specifies decision objectives. Identifies or assists in identifying alternative solutions to issues or situations. Implements decisions in accordance with prescribed and effective policies and procedures and with a minimum of errors. Seeks expert or experienced advice where appropriate and researches issues, situations and alternatives before exercising judgment.

Cooperation: Accepts supervisory instruction and direction and strives to meet the goals and objectives of same. Questions such instruction and direction when clarification of results or consequences are justified, i.e., poor communications, variance with established policies or procedures, etc. Offers suggestions and recommendations to encourage and improve cooperation intra- and inter-departmentally.

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Relationships with Others: Shares knowledge with managers, supervisors and co-workers for mutual benefit. Contributes to maintaining high morale among all employees. Develops and maintains cooperative and courteous relationships inter- and intra-departmentally, and with external entities with whom the position interacts. Tactfully and effectively handles requests, suggestions and complaints in order to establish and maintain good will. Emphasizes the importance of maintaining a positive image.

Coordination of Work: Plans and organizes daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology. Avoids duplication of effort. Estimates expected time of completion of work elements and establishes a personal schedule accordingly. Attends required meetings, planning sessions and discussions on time. Implements work activity in accordance with priorities and estimated schedules.

Safety and Housekeeping: Adheres to all established safety and housekeeping standards. Ensures such standards are not violated.

DISCLAIMER: This job description is not an employment agreement or contract. Management has the exclusive right to alter this job description at any time without notice.