

## **DISPATCHER**

### **DESCRIPTION OF WORK:**

Under general supervision on a shift, receives telephone calls and radio messages, transmits voice radio messages to appropriate emergency and non-emergency personnel; monitors various radio channels, closed circuit TV, and emergency and alarm systems; supplies necessary information to the public; maintains supplies; enters data and maintains and accesses a variety of records.

### **DUTIES-EXAMPLES OF WORK:**

ESSENTIAL DUTIES: Receives telephone and radio calls and other messages requiring action; analyzes and transmits appropriate information to law enforcement, fire, and rescue, County, and other personnel; monitors local and state government and other law enforcement frequencies; uses standard operation procedure in sending and receiving radio and telephone messages; handles 911 calls; monitors calls; receives emergency calls and dispatches appropriate unit to handle emergencies; refers callers to other appropriate agencies; talks to persons in distress; operates NCIC Teletype computer terminal and auxiliary equipment, various warning systems, CRT, computer, Telex, recorder, Fax machines, and a wide variety of office equipment in entering and retrieving data and maintaining files; provides officers with information; assists in the daily preparation and processing of a wide variety of reports and records; monitors radio from various sources, crisis and hotline telephones; monitors building for security; maintains radio log or recording; may type officers' and other reports and take notes during interrogations; performs records checks; maintains a variety of crime and related files; prepares periodic reports; may assist and orient new communications officers.

OTHER DUTIES: Performs other duties as assigned.

### **QUALIFICATIONS:**

Knowledge of office practices, procedures, appliances, and filing systems;  
Knowledge of the rules and regulations of the Federal Communications Commission, covering the operation of radio transmitters and receivers in law enforcement work;  
Knowledge of or the ability to learn police and fire procedures and geography of the area;  
Ability to type from clear copy at the minimum rate of 40 WPM;  
Ability to think clearly and act quickly in emergencies and under stress;  
Ability to perform sedentary work and lift and carry up to 10 pounds;  
Ability to sit, walk, twist, reach, pick, pinch, and write;  
Possesses hand/eye/foot coordination adequate for operating keyboards, foot controls, and TDD;  
Ability to speak clearly and concisely and to hear in person and telephone and two-way radio;  
Ability to see and read reports, records, and CRT's;  
Ability to work well with others.

**DISPATCHER (cont.)**

**EXPERIENCE AND TRAINING:**

Any combination of experience and training equivalent to graduation from high school including course work in typing.

**SPECIAL REQUIREMENTS:**

Ability to become certified as a NCIC Teletype Operator.