
POSITION DESCRIPTION

PUBLIC SAFETY COMMUNICATIONS SPECIALIST

Class Title: Dispatcher	Job Code Number
Department: Police	Grade Number:
Division:	Union: Steelworkers
Date: October 1, 1998	Location:

GENERAL PURPOSE

Performs a variety of routine clerical, administrative and technical work in receiving and dispatching routine and emergency information; keeping official records; and assisting in the administration of the standard operating policies and procedures of the dispatch center.

SUPERVISION RECEIVED:

Works under the close supervision of the Officer in Charge.

SUPERVISION EXERCISED

None.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Monitors telephones and radio in the dispatch center, answers all incoming calls and ascertains nature of call, gathers all necessary information to transmit or relay.

Dispatches police, fire and other response vehicles for emergency responses; broadcasts nature, location and time of incident; contacts all required personnel and other local concerns such as the fire department in the event of an emergency situation; insures the presence of reserve units by contacting Personnel designated for call-back; relays information as required.

Maintains log on radio and telephone communications, location of personnel and equipment; in the event of an emergency situation, maintains on-going contact with the responding personnel and keeps them informed of all incoming pertinent information; keeps track of various information such as traffic lights out and streets closed and keeps emergency personnel informed.

Maintains dispatch center work area and equipment in clean and working condition.

Operates radios as needed and assists in radio communications; operates base radio as required.

Operates listed office machines as required.

Composes, types, and edits correspondence, reports, memoranda, and other material requiring judgment as to content, accuracy, and completeness.

Inputs data to standard office and department forms, both manual and automated; makes simple postings to various reports; compiles and tabulates data.

Maintains dispatch documents and records; prepares case reports.

PERIPHERAL DUTIES

Monitors individuals in holding cells for proper conduct, safety, and medical or other needs.

Assists in training new employees.

Serves as a member of various employee committees.

Monitors hurricane warning and other storm related systems.

DESIRED: MINIMUM QUALIFICATIONS

Education and Experience:

(A) Graduation from a high school or GED equivalent with specialized course work in general office practices such as typing, filing, accounting or bookkeeping, and

(B) Two (2) years of increasingly responsible related experience, or any equivalent combination of related education and experience.

Necessary Knowledge, Skills and Abilities:

(A) Working knowledge of computers and electronic data processing; working knowledge of modern office practices and procedures; some knowledge of accounting principles and practices.

(B) Some skill in operation of the listed tools and equipment.

(C) Ability to perform cashier duties accurately; ability to effectively meet and deal with the public; ability to communicate effectively verbally and in writing; ability to handle stressful situations.

SPECIAL REQUIREMENTS

Successful Drug Screening

Successful Psychological Evaluation

No Felony Convictions

Scheduling occurs 11PM-7AM, 7AM-3PM and/or 3PM-11PM as necessary

TOOLS AND EQUIPMENT USED