

POLICE DISPATCHER

DEFINITION:

Under general supervision, Police Dispatchers perform the full range of operational duties required in dispatching law enforcement personnel and equipment. Police Dispatchers answer 9-1-1, emergency and non-emergency calls; interviews callers to determine nature and priority of each call; transmits messages via radio, data terminals and telephone. Police Dispatchers are required to work a variety of schedules including nights, weekends and holidays.

ESSENTIAL JOB FUNCTIONS:

The following duties are representative of this position. Police Dispatchers may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address department needs and changing practices:

- Represents the city and the Police Department in a courteous and professional manner.
- Answers 9-1-1, emergency and non-emergency calls; interviews callers to determine the nature, priority and appropriate response or action for each call.
- Enters, updates and processes calls for service in a computer aided dispatch system efficiently and accurately.
- Dispatches appropriate units via radio in accordance with established procedures.
- Receives field-initiated requests for emergency and non-emergency assistance; provides assistance, information and referrals appropriately.
- Tracks and maintains current status of officers.
- Enters, updates and retrieves information from local, state and national databases relating to wanted or missing persons, stolen property, vehicle registration, stolen vehicles, etc.
- Coordinates emergency incidents or calls for service, relaying information and assistance requests involving other public safety entities.
- Maintains records of all communications in accordance with department policy and procedures.
- Performs a variety of additional duties related to law enforcement dispatch activities.

KNOWLEDGE OF:

- Customer service principles and practices.
- Techniques, policies, methods, terminology and procedures used in the operation of a modern law enforcement dispatch center.
- Law enforcement agency procedures and methods for providing services and information including those related to collecting, maintaining and releasing information, files and documents.

- Law enforcement and related public safety agencies providing emergency services within the city.
- Methods and techniques of proper phone etiquette.
- Modern office procedures, methods and equipment including computers.
- English usage, grammar and spelling

ABILITY TO:

- Establish and maintain effective working relationships with the public, co-workers, supervisors and inter- and intra- agency personnel.
- Successfully complete a prescribed training program.
- Act quickly with resourcefulness, courtesy and initiative.
- Perform multiple tasks at one time.
- Communicate effectively with callers who may be injured, hysterical or angry.
- Communicate clearly and concisely, both orally and in writing.
- Work under steady pressure and high stress with frequent interruptions and high degree of public and officer contact.
- Use sound judgment in following and applying appropriate laws, regulations, policies and procedures.
- Operate law enforcement computer systems, radio consoles, enhanced 9-1-1 telephone systems and other associated public safety dispatch equipment.
- Type and enter data accurately and at a speed necessary for successful job performance.
- Understand the organization, operation and services of the city, police department and outside agencies as necessary to assume assigned responsibilities.
- Follow oral and written direction and instruction.
- Understand, interpret and apply general city and departmental policies and procedures.
- Courteously respond to community issues, concerns and needs.
- Use applicable law enforcement terminology and procedures.
- Pass a comprehensive law enforcement background investigation.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT:

Work is performed primarily in a standard office environment with extensive public contact and constant interruptions. Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach and twist; to lift, carry, push and/or pull light to moderate amounts of weight; to operate dispatch equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information. Police Dispatchers must see and hear in a normal visual and/or audio range with or without correction.

QUALIFICATIONS:

- Graduation from an accredited high school or equivalent.
- Must be at least eighteen (18) years of age and be available to work any shift, holidays and weekends.
- Must successfully complete a Police Department prescribed training course.
- Possession of valid State of Tennessee Driver's License.
- Must pass a medical examination and drug screen by license physician.
- Must not have been convicted of a felony or a serious misdemeanor involving Moral Turpitude as the term is defined by law.
- One year work experience that demonstrates a general aptitude for working in a highly automated, stressful, multi-tasking environment.

The duties listed above are intended only as general illustrations of the various types of work that may be performed. Specific statements of duties not included does not exclude them from the position if the work is similar, related or a logical assignment to the position. Job descriptions are subject to change by the city as the needs of the city and requirements of the job change.

Applicant

Date

Medical Provider

Date