

POSITION DESCRIPTION
CITY OF COLUMBIANA
An Equal Opportunity Employer

Page 1 of 3

Job Title: **DISPATCHER**

Department: Police

Immediate Supervisor: Police Chief
Director of Finance (Functional Supervision)

Positions Supervised: None

JOB RESPONSIBILITIES:

Under general supervision, the Dispatcher receives and logs telephone calls, dispatches patrol officers and other emergency response agencies, and performs other duties, as assigned.

QUALIFICATIONS:

High school diploma or equivalent and a minimum of one (1) year experience as a switchboard operator or receptionist or an equivalent combination of education, training and experience preferred. Must possess a Criminal History Checks certification and the ability to obtain LEADS certification within 90 days of hire.

WORKING CONDITIONS:

The Dispatcher may be required to work a flexible schedule, including evenings, weekends and holidays.

An individual who poses a direct threat to the health and safety of himself/ herself or others in the workplace will be deemed not qualified for this position.

Date Submitted: July 2001

Non-Exempt ☒ Exempt ☐
Admin. ☐ Prof. ☐ Exec. ☐

CITY OF COLUMBIANA

KNOWLEDGE OF:	SKILLS AND ABILITIES TO:
• Department goals and objectives* • Department policies and procedures* • Office practices and procedures • Computer operation • Correct use of grammar, punctuation and spelling • Telephone system equipment and operation • Radio communications and radio codes* • City geography* • Law Enforcement Automated Data System (LEADS)* • National Crime Information Center (NCIC) programs*	• Plan, schedule and organize work • Prepare accurate and concise reports • Maintain accurate records • Present a positive image to the public • Develop and maintain effective working relationships with supervisor, department personnel and the public • Communicate effectively in written and oral form • Maintain confidentiality • Recognize unusual or threatening situations • Remain calm in emergency situations • Answer a telephone and transmit messages • Operate a two-way radio • Operate a computer • Classify and organize records • Complete routine forms

May be acquired after hire.

% of Time	ILLUSTRATIVE DUTIES: (The duties listed below are intended to depict tasks performed by this classification)
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80% DISPATCH

- ★ Receives calls and dispatches patrol officers by location and availability to:
 - Accidents
 - Complaints
 - Incidents
 - General calls for police assistance
- ★ Receives calls and dispatches emergency medical services and fire departments, as necessary
- ★ Receives calls and dispatches city utility crews after normal business hours (power outages, snow plowing, etc.), as necessary
- ★ Prioritizes calls
- ★ Maintains contact with officers for updating and safety reasons
- ★ Records log information
- ★ Compiles and prepares initial complaint report
- ★ Enters warrants into LEADS/NCIC database system
- ★ Conducts LEADS, Criminal History Checks, and arrest records checks
- ★ Monitors and responds to all city service and surrounding area police radio frequencies, as needed
- ★ *Denotes an essential function of the job*

CITY OF COLUMBIANA

% of Time

ILLUSTRATIVE DUTIES: (The duties listed below are intended to depict tasks performed by this classification)

DISPATCH-continued

- ★ Maintains radio system user and maintenance records, as assigned
- ★ Maintains radio and telephone tapes
- ★ Monitors entrances and security devices
- ★ Operates equipment including:
 - Base station radio
 - LEADS computer
 - Telephone Device for the Deaf (TDD)
- ★ Cooperates with other law enforcement agencies, as necessary
- ★ Compiles information and prepares reports, as needed
- ★ Monitors alarm panel linked to local businesses

15% **CLERICAL**

- ★ Greets and directs visitors to appropriate area of department
- ★ Answers the telephone, responds to questions, directs calls, and takes messages
- ★ Maintains accurate emergency contact numbers for businesses
- ★ Performs basic typing assignments
- ★ Transcribes taped statements, as assigned
- ★ Files citations
- ★ Traffic bonds and receipts, as assigned

5% **MISCELLANEOUS**

- Attends meetings and serves on temporary committees, as requested
- ★ Maintains and increases knowledge and skills through attendance at meetings, conferences, training seminars and in-service training sessions
- Performs additional duties and assignments, as requested
- ★ *Denotes an essential function of the job*

Employee Signature

Date