

### **5.11 Dispatcher.**

A. Purpose of Position. The purpose of this position is to receive, prioritize, and disperse information and calls for service in regard to police, fire, ambulance, or other emergency agencies. This position reports to the assigned supervisor. Duties include, but are not limited to: receiving calls; dispatching appropriate personnel; providing information; maintaining logs; issuing permits; and performing additional tasks as assigned.

B. Essential Duties and Responsibilities. The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

1. Receives calls from the general public or other law enforcement agencies; sorts calls for service into priority and routine calls; provides general information and directions to caller, when appropriate; dispatches appropriate emergency agency; handles walk-in complaints and court ordered check-ins when appropriate;
2. Maintains track of the status of units out on call; sends additional units, as necessary; distributes to patrol units, and duty supervisors, all information received; transmits, receives, and distributes information from NCK/NLETS, DMV computer to patrol units, as needed;
3. Maintains files of property and people entered into the NCIC system; cancel entries, as appropriate;
4. Performs data entry of reports into computer; retrieves data for patrol units; prepares and maintains associated files; updates manual; issues fire and inspection permits; issues yard sale permits;
5. Processes summons, warnings, parking tickets, and other related documentation; records in associated log books; operates in-house computer; assigns case numbers; prepares and reviews logs for department files and the press;
6. May assist in the processing of prisoners; monitors prisoners in and out of cells; records prisoners' behavior; may transport prisoners;
7. Utilizes various machines and equipment in the delivery of service, such as in-house computer, copier, paper cutter, two-way radio, fax machine, TTY machine, 911 computers and telephone system;
8. Reviews and receives various reports, documents, and forms, including, summons, warnings, parking tickets, accident reports, criminal record checks, various logs, NCIC documentation, and monthly validations.

C. Additional Duties and Responsibilities.

1. Performs other related duties as required.

D. Essential Training and Experience Required to Perform Essential Functions. High school diploma or GED required, with a minimum of one year's experience in dispatching, computer maintenance, and computer data entry; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this position. Requires M.S.P. terminal operator certification, EMD, CPR and 911 training. Must possess appropriate driver's license.

E. Minimum Physical and Mental Abilities Required to Perform Essential Functions.

1. Physical Requirements.

- a. Must be physically able to operate a variety of machines and equipment, including, but not limited to: typewriter, computer, copier, paper cutter, two-way radio, and telephone system;

- b. Must be physically capable of reaching to obtain various books, printouts, file boxes, computer paper, etc.;
  - c. Physical demand requirements are at levels of those for sedentary or office environment work.
2. Numerical Aptitude.
    - a. Requires the ability to utilize mathematical formulas; add and subtract; multiply and divide totals; determine percentages; and interpret same as may be appropriate.
  3. Language Ability.
    - a. Requires the ability to read a variety of professional, technical and administrative documentation, directions, regulations, instructions, methods and procedures;
    - b. May require the ability to produce reports with proper format, punctuation, spelling and grammar, using all parts of speech.
  4. Interpersonal Communication.
    - a. Requires the ability to communicate with people to convey or exchange professional information.
  5. Environmental Adaptability.
    - a. Requires the ability to interact with people (i.e., staff, general public and elected officials) beyond giving and/or receiving instructions;
    - b. Work is normally performed in an office environment. Headaches, eye strain, carpal tunnel syndrome, and related occupational hazards associated with computer work reflect most common potential for injury;
    - c. May also include exposure to transportation of prisoners by motor vehicle.