

DISPATCHER I, II, III, IV
RANGE 21, 22, 24, 25 (Non-exempt)

JOB SUMMARY: The Dispatcher must be outcome-oriented and possess excellent customer service skills. The Dispatcher must be able to work in a fast-paced environment with a strong attention to detail. The Dispatcher operates the 911 and non-emergency system, assigns law enforcement, fire department and other emergency service providers to calls for service, and communicates important public safety information to emergency responders and the public. This is a full-time, hourly position with hours that may vary and may include weekend shifts. The duties will be performed at City Hall. This position reports the Dispatch Supervisor and Support Commander.

This is a safety sensitive position.

MAJOR RESPONSIBILITIES/ACTIVITIES:

- Ability to exchange information between multiple service providers and users via telephone, facsimile, computer, email and radio.
- Receive complaints from citizens and document pertinent information on forms or computerized entries.
- Route citizen's calls and inquiries to proper personnel, service or department.
- Strong sense of urgency and problem solving skills.
- Relate ordinances, policies, and methods to citizens relevant to a reported problem.
- Receive and forward radio traffic regarding information and documents pertinent information on forms and/or computerized entries.
- Receive, compose, forward, and route information to the appropriate party.
- Document prisoner histories, receive property, and supervise prisoners according to well-defined practices.
- Receive and book prisoners into facility, using the department's Record Management System.
- Secure prisoner property held, until released.
- Search prisoners prior to being placed into facility, if applicable.
- Oversee prisoners, assure prisoner is fed, receive necessary medical attention, and perform hourly welfare checks.
- Receive cash bonds/fines or other means for prisoner release, document/file time of release, with return of detainee personal property.
- Responsible for monetary integrity, by documenting all monies received from prisoner's property and/or cash bond payments.
- Knowledge of relevant equipment, policies, procedures, and strategies to promote effective local, state or national security operations for the protection of people, data, property and institutions.
- Knowledge of laws, legal codes, court procedures, precedents, government regulations, executive orders, and agency rules.

ADDITIONAL RESPONSIBILITIES/ACTIVITIES:

- Ability to handle stress effectively without it interfering with performance.
- Ability to defend oneself in case of an emergency.
- Must be able to establish and maintain positive and effective working relationships and attitudes with co-workers and the public.
- Extremely organized with strong multi-tasking and time-management skills.
- Ability to exercise sound independent judgment within areas of responsibility.
- Ability to communicate clearly and effectively, both verbally and in writing.
- Must handle sensitive information with the highest degree of integrity and confidentiality.
- Ability to work non-standard days/hours, as needed.
- Demonstrate professionalism at all times.

- Perform other related duties as requested.

MINIMUM AND PREFERRED REQUIREMENTS:

- High School diploma or GED required; Associates' or Bachelors' degree preferred.
- One (1) year of experience, preferred.
- Possess or obtain appropriate certifications related to the position.
- Must be computer savvy and proficient in Microsoft Excel and Outlook.
- Excellent written and verbal communication skills.

WORKING ENVIRONMENT

The duties of the Dispatcher will be generally performed in a standard office setting. Work environment is both formal and informal, team oriented, having variable tasks, pace, and pressure.

Physical: Primary functions require sufficient physical ability to work in an office setting and operate office equipment. Continuous sitting and upward and downward flexion of neck; fine finger dexterity; light to moderate finger pressure to manipulate keyboard, equipment controls, and office equipment; pinch grasp to manipulate writing utensils. Frequent side-to-side turning of neck, walking, standing, bending, stooping, pushing/pulling, and twisting at waist. Occasional squatting, kneeling, and reaching above and at shoulder height; moderate grasp to manipulate reference books and manuals. Occasional lifting of up to 15 pounds may be required.

Vision: See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents and to operate office equipment.

Hearing: Hear in the normal audio range with or without correction.