JOB DESCRIPTION

City of Kirkwood

**JOB TITLE:** Dispatcher **JOB STATUS:** Non-Exempt

**DEPARTMENT:** Police  **PAY RANGE:** 5

**REPORTS TO:** Lieutenant – Police **JOB LEVEL:** Full-time/Part-time

Communications/Records/Court

**DESCRIPTION DATE:** April 2016

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**PRIMARY PURPOSE:**

Primary responsibility of this position will be to receive and determine the nature and location of the emergency; determine priorities, and dispatch police, fire, EMS, or other emergency units as necessary and in accordance with established procedures. Receive and process 911 emergency calls, maintain contact with all units on assignment, maintain status and location of police, fire, EMS personnel. Monitor City alarm systems, answer non-emergency calls for assistance. Enter, update and retrieve information from a variety of computer software systems. Receive requests for information from the public; monitors several complex radio frequencies. Operate a variety of communications equipment, including radio consoles, telephones and computer systems. Complete training and maintain certifications necessary for Emergency Medical Dispatch and to access regional and statewide criminal justice operating systems. Working hours vary, including rotating shifts that include days, afternoons, nights, weekends and holidays.

**SUPERVISION:**

Direct supervisor is the Lieutenant commanding the Communications/Records/Courts Division of the Police Department within the Support Services Division.

**DESCRIPTION OF WORK: ESSENTIAL FUNCTIONS**

1. Monitor and maintain constant control of all frequencies installed on three radio consoles.
2. Enter, inquire, and retrieve information in all Global CAD functions to effectively dispatch police and fire; use of ProQA Emergency Medical Dispatch Protocol (EMD) to effectively dispatch EMS to medical emergencies and provide callers with pre-arrival instructions; and dispatch public works and electric according to need.
3. Develop and maintain required skills associated with recognized police/fire dispatch procedures and codes. Monitor and respond to all radio traffic for dispatch and assess response necessary for proper police/fire action.
4. Answer 9-1-1 telephone system, emergency police and fire telephone lines, non-emergency police telephone lines, and TDD telephone, and assess response.
5. Directs complaints to the Watch Commander, or the appropriate agency to address the problem.
6. Makes notifications when notified of hazards or inconveniences such as water main breaks, gas

leaks, electric wires down and/or traffic signal malfunctions.

1. Makes notifications relative to stray, injured or abandoned animals.
2. Assists with station tours by helping to explain/demonstrate the functions of the Communications and Records areas.
3. Responsible for monitoring via audio/visual means the security of the building and physical welfare of the officers and prisoners in the booking area and the jail facility.
4. Responsible for computer inquiries and the dissemination of criminal history information.
5. Responsible for computer entry and maintenance of vehicle stop reports, arrest, wanted/warrants, missing persons/runaway juveniles, towed vehicles, field interview reports, stolen vehicles, guns and articles within their authority. Duties include validating all records as required by MULES and NCIC standards.
6. Judicial dispositions updated as received from the officers relative to arrests and 'in-custody' warrant applications.
7. Develops and maintains the required skills associated with computer entry and inquiry expertise for MULES, REJIS, NCIC, and ProQA (EMD).
8. Adheres to all CJIS and other relevant security standards relating to criminal justice information.
9. Makes decisions within limits of authority and in compliance with State laws and department policies and supervisory instruction regarding appropriate course of action.
10. Answers phones, responds effectively and courteously with coworkers, citizens, and public.
11. Copies documents as needed for officers.

18. Non-emergency notifications.

19. Attend scheduled training.

1. Maintains adequate supply of numbered vacation house watch slips.

21. Maintains the business emergency contact card file.

**KNOWLEDGE AND ABILITIES**

**A. KNOWLEDGE**

1. Through training, possess exceptional knowledge of department rules, regulations, policies and procedures.
2. Through training, possess basic knowledge of two-way radio operations and computer entry/inquiry programs.
3. Comprehensive knowledge of English, business letter writing, spelling, punctuation, and grammar.
4. Considerable knowledge of legal procedures relative to confidentiality issues.

**B. ABILITIES**

1. Ability to make decisions and exercise good judgment when responding to citizen and personnel requests.
2. Ability to function independently and/or as a cooperative "team member", as circumstances

Dictate.

1. Good organizational skills.
2. Excellent oral and written communications skills.
3. Skill in the use of word processor, computer data entry system, typewriter, copy machine, and other office equipment.
4. Ability to deal efficiently and effectively with citizens and vendors, in person and by telephone.
5. Ability to work with little supervision.

**MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS:**

1. Must be 18 years of age and possess a high school diploma or G.E.D.
2. Successful completion of required training in the use of two-way radio equipment.
3. Successful completion of training in the use of Global Computer Aided Dispatch (CAD), REJIS, MULES, and NCIC systems, ProQA (EMD).
4. Successful completion during training of the APCO Public Safety Telecommunicator course.
5. Successful completion of MSHP security awareness training and any other relevant training that pertains to criminal justice information.
6. Prior experience in general office work.
7. Proficiency with contemporary computer office programs.

**MENTAL EFFORT AND PHYSICAL REQUIREMENTS:**

1. React and move from a sedentary to active condition in response to calls or radio traffic.
2. Operate office equipment, such as telephones, audio/visual devices, computers, workstation keyboards, calculators and security locking systems.
3. The manual dexterity and visual ability to respond to assignments, telephone, computer entry/inquiry and written record of service.
4. Ability to professionally and effectively perform duties when working regular and irregular work and shift rotations.
5. Ability to perform bending, squatting, walking, kneeling and reaching movements from ground level to six feet in height.
6. Maintain self-control when receiving, dispatching and handling serious calls for service.
7. Continue performing all required tasks at a professional level when faced with unpleasant circumstances.
8. Deal effectively with the morbid, macabre, the repugnant, the abnormal, the morose, the psychotic, the neurotic and the otherwise unpleasant or unusual facets of human behavior.

**WORKING CONDITIONS, ENVIRONMENT, AND POSITION RELATED HAZARDS:**

1. Primarily indoor with heating and cooling regulated.
2. Shift work/scheduling- the position of dispatch requires regular and irregular shift work and shift rotations necessary to provide police services 24 hours a day, 7 days a week, 52 weeks a year (weekends and holidays included). Work shifts are normally eight hours in duration but may be extended in the event of an emergency, disaster, manpower shortage, workload or work-in-progress.

**NOTE:**

This Job Description is not intended to limit the only duties to be performed by the employee occupying this position. The employee may be required to perform other duties as assigned for the effective operation of the department.