

DISPATCHER

City of Scott City

Police Department

POSITION SUMMARY

Under the supervision of a Sergeant, the Dispatcher is a non-exempt position under FLSA which performs dispatch duties for the City of Scott City and Scott County. This position answers incoming telephone calls, obtains necessary information, dispatches emergency response personnel, and maintains department records. This employee should possess excellent communication, organizational, and public relation skills.

ESSENTIAL FUNCTIONS

- Answers incoming 911 telephone calls and non-emergency telephone calls;
- Prioritizes incoming telephone calls;
- Obtains necessary information from callers;
- Contacts and dispatches emergency response personnel, including Fire and Police Departments, Scott County Sheriff Department, and emergency medical services;
- Maintains radio contact with emergency and non-emergency units;
- Performs computer and data entry duties;
- Maintains department records, logs, and files;
- Follows department policies and procedures;
- Handle money and keep financial records for VINS, civil processes, fingerprints, UA's, and various other fees.

MARGINAL FUNCTIONS

- Performs jail checks;
- Assists with female prisoners;
- Performs other duties as deemed necessary or assigned.

Classification QuickView

FLSA:	Exempt
ADA:	Applicable
FMLA:	Ineligible
Grade:	E

OSHA:

Working Conditions:

Confined Spaces
Noise
High Stress

DISPATCHER POSITION REQUIREMENTS

Experience: One to three years of similar or related experience is required. Employee is expected to have acquired the necessary information and skills to perform the job reasonably well within six months to one year of employment.

Education: A high school diploma or GED is required, and a technical degree or some college credit is preferred. This employee must possess National Crime Information Center certification and possession of certifications as an Emergency Medical Dispatcher and CPR is preferred.

Technical Skills: A working knowledge of local geography, computers, dispatching duties, office procedures, CPR and First Aid, department policies, and mathematics is required. This employee must be able to operate computers, telephones, two-way radios, pages, photocopiers, and other department equipment. The ability to remain calm during a crisis situation, to understand and anticipate problems, to type with speed and accuracy, to prepare reports, to follow department policies and procedures, and to read and interpret written instructions, maps, reports, department logs, and instructional materials is required. This employee should possess excellent public relation, organizational, oral and written communication skills.

Problem Solving: Independent problem solving is involved in this position. This employee encounters problems with emergency situations, citizen complaints, and lack of time to resolve crisis situations.

Decision Making: Independent decision making is involved in this position. This employee makes decisions about prioritizing incoming telephone calls, resolving citizen complaints and emergency situations, and performing daily duties in the most efficient manner.

Supervision: This employee works with occasional supervision from the Records Clerk/Head Dispatcher. This employee does not exercise any supervisory responsibilities over subordinate personnel.

Financial Accountability: This employee is responsible for department equipment and resources. This employee is required to be bonded. This employee does not participate in the annual budget process.

Personal Relations: Daily contact with the general public, co-workers, and supervisory personnel is expected.

Working Conditions: Some adverse working conditions exist within this position. Working in an office setting with a computer is the primary aspect of this position. Exposure to work in confined spaces and excessive noise is expected. This position contains a high level of stress.

Physical Requirements: Physical activity associated with working in an office setting is required to perform the daily duties of this position.

The specific statements shown in each section of this description are not intended to be all inclusive. They represent typical elements and criteria considered necessary to successfully perform the job.
