

CITY OF WILLOUGHBY HILLS, OHIO

POSITION DESCRIPTION

JOB CLASSIFICATION: **POLICE & FIRE DISPATCHER**
CIVIL SERVICE STATUS: Unclassified
EMPLOYMENT STATUS: Full Time
IMMEDIATE SUPERVISOR: Police Sergeant/Shift Supervisor
ISSUED DATE: January 3, 2003 Revised: January 21, 2013

Job Responsibilities:

Under direction, the Dispatcher receives incoming calls and dispatches police, fire, and emergency medical service personnel to calls for service involving citizen requests for assistance, crimes, and emergency situations while using computer-aided dispatch software and computers and emergency service radio systems. Receives and handles request from safety forces personnel for information stored or accessed in the department CAD/RMS System or other law enforcement data basis if appropriate. Will relay information quickly and accurately. Performs administrative duties and related work as assigned or required.

Qualifications:

High school diploma with course work in office practices and procedures including computer data processing and a minimum of two (2) years job related experience, or an equivalent combination of education and experience. Must have a credible personal background free of any felony or misdemeanor criminal activity or arrests. Must be able to work rotating shifts as assigned. Any combination of training and experience that indicates possession of the knowledge, skills, and abilities identified within this position description. (*Refer to special requirements section for additional qualifications information).

Illustrative Job Duties: (The duties listed below are intended to depict essential functions of this job classification)

Receives incoming calls, including emergency lines and obtains essential data from the caller; evaluates information received and initiates the appropriate response; provides information to callers; dispatches police, fire, emergency medical services, and/or service department personnel as required; uses computer systems including the department's Computer-Aided Dispatch (CAD) and Records Management Systems (RMS), the National Crime Information Center (NCIC) and Law Enforcement Automated Data Systems (LEADS) to input, obtain and dispense information for department personnel; codes and enters messages into computer systems; maintains dispatch records and caller logs; conducts file searches, as necessary; records call activity in radio log; enters call records, traffic, parking, and warning citations, arrests, accident reports, names, and any other information into CAD as requested.

Provides clerical and office support to the police department as directed; answers telephones and directs calls to appropriate staff members; takes messages and relays to proper party; maintains logs and collects fees and/or bond funds and issues receipts; types correspondence, reports, forms, and documents for the patrol bureau, detective bureau, and other department personnel as requested; prepares grand jury paperwork; proofreads materials for neatness, grammar, spelling, and accuracy; maintains administrative files as directed; reproduces documents and distributes as required; types fingerprint cards, maintains records of dispositions; manages warrant files; processes impounded vehicles, sends notification of impound to unattended vehicle owners, and maintains tow and release records; obtains needed records from outside the department as

Illustrative Job Duties: (continued)

needed; maintains and improves knowledge and skills through attendance at meetings, conferences, training seminars and in-service training as requested.

Relays patient information from rescue squads to hospitals; notifies fire department of road closings or traffic delays; contacts utility companies or other agencies as requested; monitors frequencies of local departments and advises field personnel of necessary information; monitors fire and intrusion alarms for City buildings and some City businesses and residences; monitors interior and exterior security cameras including the police jail facilities; monitors male and female prisoners by audio speaker and video cameras; controls interior and exterior doors electronically; and performs searches on prisoners as requested; assists in training new dispatchers; performs additional duties and assignments as requested.

Essential Job Knowledge, Skills and Abilities:

The functions specified below are the fundamental job duties, which an employee must be able to perform, based on supervisory-incumbent interviews relative to; the purpose of the position; the availability of others to perform the function; and/or the serious nature of the consequences of not requiring the incumbent to perform the function.

Knowledge of:

- Department policies and procedures*
 - Department rules and regulations*
 - City streets, businesses and public areas*
 - Police radio communications equipment and procedures*
 - Office practices and procedures
 - Documentation requirements and report writing*
 - Computer operations including word processing
 - Spreadsheet and database management
 - Computer networking systems*
 - Computer-aided dispatch software programs and other required computer systems*
 - Ohio Law Enforcement Automated Data System (LEADS)*
 - National Crime Information Center (NCIC)*
 - First aid procedures*
- *May be acquired after hire

Skills and Abilities to:

- Meet and maintain performance standards established for the position
- Present a positive and professional image to the public
- Deal effectively and courteously with others
- Handle the public with concern and efficiency
- Speak clearly, distinctly, and politely
- Communicate effectively in written and oral form
- Remain calm and composed under stressful and challenging situations
- Demonstrate mature judgment and reasoning at all times
- Prioritize workloads while coordinating multiple demands
- Deal with problems involving several variables in familiar context
- Handle sensitive inquiries from and contacts with officials and general public
- Maintain confidentiality
- Maintain accurate records
- Plan, schedule and organize work

Skills and Abilities to: (continued)

Gather, collated and/or classify information about data, people or things
Sort items into categories according to established methods
Visualize scenarios when presented as oral instruction or as written plans
Reading skills to encompass multiple levels of difficulty from basic instructions to technical/legal material of a time-sensitive nature
Add, subtract, multiply and divide whole numbers
Keyboard 60 words per minute
Use a FAX machine, calculator, LEADS terminal, dicataphone, copy machine and postage machine
Compare letters, numbers, or patterns quickly and accurately
Maintain good working relationship with supervisors, co-workers, and public officials
Work a flexible schedule to include rotating shifts as required
Maintain consistent, regular, punctual and predictable attendance

Physical Requirements:

The majority of work is done while sitting with intermittent periods of standing and walking. Requirements include the ability to:

Sit, walk, or stand for extended or intermittent periods of time
Listen, comprehend, and respond to discussions involving either one-on-one or group settings
Remain alert and watchful during assigned duty hours
Communicate information both orally and in writing
Operate job related equipment to include radios, computers, and typewriters while performing multiple tasks such as radio operations, observation, and note taking
Possess sufficient manual dexterity to operate job-related equipment such as radios, telephones, computer keyboards, typewriters, etc

Qualifications: Special Requirements

Must not have been convicted in a court of law of lesser misdemeanors including assault, attempted assault, stalking, menacing, and all other offenses which have as an element “the use or attempted use of any physical force or threatened use of a deadly weapon towards those persons that are generally covered by those statutes as related to family members.”
Must not have been convicted in a court of law of any felony for any offense of violence.
Must not have any undetected criminality for which criminal liability may invoke.

This position description is not intended to be a complete list of all responsibilities, duties, or skills required for the job and is subject to review and change at any time, with notice, in accordance with the needs of the City. Since no position description can detail all the duties and responsibilities that may be required from time to time in the performance of a job, duties and responsibilities that may be inherent in a job, reasonably required for its performance, or required due to the changing nature of the job shall also be considered part of the job holder’s responsibilities.

The City of Willoughby Hills does not unlawfully discriminate on the basis of color, national origin, sex, religion, veteran status, age, or disability in employment.