

POLICE DISPATCHER

DEFINITION

Receives incoming radio and telephone calls for police assistance and dispatches necessary police units or provides information; obtains information from other agencies or department records as requested by field officers; prepares and maintains necessary police records, statistics, and reports and may assist the public at a public counter; performs related duties as required.

CLASS CHARACTERISTICS

Positions in this class are primarily involved with the operation of a radio console in receiving calls and dispatching police units. During emergency situations the work may involve a relatively high level of activity with the incumbents required to quickly and appropriately respond to a variety of demands. The dispatch program is a 7 day, 24 hour operation thus requiring dispatchers to work evening, night and day shifts.

ESSENTIAL FUNCTIONS

These functions may not be present in all positions in multiple position classes. When a position is to be filled, the essential functions will be noted in the announcement of position availability.

Answer, screen, and refer incoming telephone and radio calls; take information from callers on emergency situations and dispatch units; determine priority of calls and dispatch necessary police and public safety units; maintains radio contact with units on assignment, relays necessary instructions and provides requested information.

Meets public at front counter; receives and provides information; refers visitors to other agencies or City staff as necessary.

Operates the teletype to obtain criminal history information, vehicle registration, Driver=s License information, and warrant information.

Operates computer terminal to enter and request information on stolen property, stolen vehicles, and warrants.

Files incident reports, bike registrations, gun registrations, repossessed vehicle reports, and other material; prepares, stores, and maintains police records and statistics; types memos, correspondence, and other material

Maintains jail log, animal control log, towing service log, business directory, and other records; operate microcomputer to enter and retrieve information.

Monitors alarm board and jail and building monitors; dispatches officers to alarms.

May assist in the searching and booking of prisoners and escorting of prisoners to jail facilities.

QUALIFICATIONS GUIDELINESEducation and/or Experience

Any combination of education and/or experience that has provided the knowledge, skills, and abilities necessary for satisfactory job performance. Example combinations include graduation from high school or equivalent and one year of experience in a general clerical position.

Knowledge, Skills and Abilities

Working knowledge of general clerical procedures and practices and office equipment; geographic characteristics of the City of Ridgecrest and the immediate vicinity. Basic skill in the operation of a typewriter or computer keyboard. Ability to learn police radio procedures, police records procedures, and the operation of a teletype and computer terminal; work effectively in pressure situations requiring the handling of multiple tasks; communicate clearly and concisely; elicit information from individuals who may be excited, upset, or experience some difficulty in communicating; interact effectively and courteously with the public; follow oral and written instructions.

PHYSICAL PROFILE: I, 4, 7, 12.