

## **POLICE DISPATCHER**

**DISTINGUISHING FEATURES OF THE CLASS:** These duties involve responsibility for operating the public safety communications system. The incumbents are responsible for the operation of telephone and two-way radio equipment to dispatch police officers and equipment to scenes of crimes, accidents and other emergencies. Employees in this class must be able to function calmly in emergencies and to take appropriate action. Additional duties are of a routine nature. Work is performed under direct supervision of higher-level police department personnel in accordance with established policy. Supervision is not generally a responsibility of this position. Does related work as required.

### **TYPICAL WORK ACTIVITIES:**

- Operates radio equipment to dispatch police officers and emergency vehicles;
- Provides information and receives complaints by telephone and in person in police headquarters;
- Maintains continuous status and location records of all police vehicles;
- Records and files complaints and accident reports;
- Periodically checks correct operation of radio and telephone equipment to insure continuity of service;
- Maintains a daily log of calls received and transmitted;
- May operate a variety of common office machines and perform clerical tasks in connection with the work of the police department.

### **FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES & PERSONAL CHARACTERISTICS:**

Good knowledge of the operation and maintenance of radio and telephone equipment; good knowledge of the geography of the municipality; ability to perform calmly and efficiently in emergency situations; ability to understand and follow oral and written directions; ability to maintain records and prepare reports; familiarity with police terminology and procedures; clerical aptitude; mental alertness; good judgment; good hearing and clear diction; courtesy; physical condition commensurate with the demands of the position.

**MINIMUM QUALIFICATIONS:** Graduation from high school or possession of an equivalency diploma or any equivalent combination of experience and training.

### **Competitive Class**