

JOB ANNOUNCEMENT

Police Dispatcher

**Starting Salary: \$21.83 per hour.
Plus paid holidays, vacation, and sick leave**

DEFINITION

Under general supervision, receives calls for emergency assistance, identifies the appropriate responses to calls, and dispatches emergency and non-emergency personnel; and provides responders with information to assist them in their response.

EXAMPLE OF DUTIES

The duties listed below are examples of the work typically performed by police Dispatcher. An employee may not be assigned all duties listed and may be assigned duties that are not listed below.

1. Receives telephone calls from persons requesting emergency services; asks questions to elicit information regarding the nature and location of the emergency; provides callers with instructions or other actions to take until emergency response personnel can arrive; determines the priority of response to the call, the appropriate agency to be dispatched, and the specific unit(s) to dispatch; dispatches emergency units; relays information to and from emergency response units.
2. Responds to radio calls from law enforcement and emergency personnel in the field; performs computer record searches; checks warrant status; confirms and abstracts warrant information and provides information to other agencies and field officers.
3. Maintains logs of all calls received and made.
4. Receives verbal and written requests for information; determines location of information and whether information may be provided to requester; provides information to requester in written or verbal form as authorized by policy or supervisor.
5. Processes reports and warrants by reviewing law enforcement reports to abstract information for statistical reports; entering data related to wanted persons, stolen property, vehicle registration, stolen vehicles, etc. into law enforcement information systems; sorting, indexing, and filing log records, correspondence, reports, and other materials.

QUALIFICATIONS FOR EMPLOYMENT

Requirements:

- Presents a professional, neat appearance.
- Maintains a physical condition which aids in your performance.
- Demonstrates
 - Emotional stability and maturity
 - Sound judgment and decision making
 - Personal integrity
 - Honesty
 - Leadership
 - Initiative
 - Ability to confront and/or deal with issues both positive and/or negative
 - Ability to conform to organizational goals and objectives

Knowledge and Ability

Knowledge of

- Clerical procedures, practices, and terminology applicable to managing files and records;
- Principles and practices applicable to customer service;
- Capabilities and procedures for utilizing computer hardware and software; and
- The meaning and spelling of words, rules of composition, and grammar in the English language.

Ability to

- Tend to multiple tasks at the same time;
- Type at least 40 words per minute
- Communicate by telephone and radio;
- Evaluate information for consistency;
- Apply general information and principles to specific situations;
- Quickly identify alternatives and project the consequences of proposed actions;
- Recognize, describe, and categorize differences or similarities;
- Understand and apply laws and regulations;
- Develop and maintain constructive, cooperative, and effective working relationships with people and organizations encountered in the course of performing duties;
- Formulate and ask questions to obtain information;
- Communicate effectively with individuals in a variety of different emotional states, from a variety of different backgrounds, and with different educational backgrounds and mental capacities;
- Follow written and verbal instructions;
- Gain cooperation through discussion and persuasion;
- Enter, transcribe, record, store, or maintain information in written or electronic form;
- Learn and apply alternative methods for completing work;
- Recognize and respond to changes in circumstances or events;
- Remember and make a written record of observations made and actions taken; and
- Work effectively under the pressure of emergencies, and conflicting demands.

APPLICANTS MUST:

- Be at least 21 years of age.
- Be a citizen of the United States or a permanent resident alien.
- Possess or be able to obtain a valid Nevada Driver's License with a satisfactory driving record.
- Not have been convicted of a felony in the State of Nevada or of an act in any other state or federal jurisdiction which would have been a felony if committed in Nevada.
- Reside within 7 miles of City Hall at appointment.
- Have obtained education equivalent to the completion of the twelfth (12) grade. College level coursework in criminal justice is highly desirable.
- Have uncorrected vision of at least 20/100 in each eye corrected to 20/30; normal color vision and hearing.

Special Requirements

- Must pass a background investigation conducted by the City of Fallon.
- Must qualify for and maintain certification to access NCIC, CJIS, and related information systems.

PHYSICAL AND PERCEPTUAL CAPABILITIES REQUIRED

The physical and perceptual capabilities described here are representative of those that an employee typically must possess to successfully perform the essential functions of the job.

- Frequently read reports, graphics, and maps;
- Perceive conversations among people;
- Infrequently pull or push objects such as containers;
- Frequently perform repetitive hand motions;
- Frequently handle files and pieces of paper;
- Move from place to place within an office; and
- Sit for long periods of time without a break.

WORKING CONDITIONS

Work is typically performed under the following conditions.

- Indoor environments;
- Low light;
- Interactions with individuals who are uncooperative, angry, distraught, and/or confused;
- Shift work, including rotating shifts and variable work schedule;
- Work without supervision or immediate assistance;
- Stress of emergency and of rapid change in circumstances; and
- Noise and distractions from radios, telephones, and conversations.

APPLICATION PROCEDURE

Contact the Fallon Police Department, 55 W. Williams Ave, Fallon, NV at (775)423-0167 for an application or download at www.fallonnevada.gov. **Applications received after Friday, May 26, 2017 may be rejected.** Resumes, while encouraged, will not be accepted in lieu of a completed application.

A typing test through JobConnect will be required prior to testing.

Applications will be reviewed for accuracy, completeness and job related qualifications. Those individuals whose applications clearly demonstrate they most closely meet the requirements may be invited to participate in the selection process – which may include a written examination, oral interview, background investigation, polygraph test, psychological exam, physical agility test, drug screening and a thorough medical examination.

The City of Fallon is an Equal Opportunity Employer.