



# POLICE DEPARTMENT

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## JOB DESCRIPTION

# DISPATCHER

Salary Range: \$21.83 – \$26.19

### **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

### **DISTINGUISHING CHARACTERISTICS**

An individual holding the position of Dispatcher is expected to be familiar with and ensure that they abide by the Eight Fundamental Rights of Management at all times. The Eight Fundamental Rights of Management are as follows:

- Be Loyal; to the lawful interests and needs of your employer
- Be Subordinate; comply in the letter and spirit with lawful organizational directives (i.e., values, rules, regulations, policies, procedures, customs and practices)
- Be Available; attend work on a regular and predictable basis and be available for work while at work
- Be Competent; mentally, medically physically and psychologically
- Be Productive; give a full day's work for a full-day's pay
- Be Adaptive; adjust to change
- Be Responsible; accept the consequences of your decisions
- Be Respectful; be nice, easy to get along with and work with others in a harmonious work relationship

### **ESSENTIAL JOB FUNCTIONS**

- 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.
- 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.
- Maintains logs of all calls received and made.

- 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.
- 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.
- Other related duties or responsibilities as required.

## **DESIRED QUALIFICATONS**

### **KNOWLEDGE OF:**

- Department organization, policies, procedures, and directives;
- Knowledge of local, state and federal laws pertaining to evidence and property while strictly adhering to nationally accepted standards and CALEA requirements;
- Clerical procedures, practices, and terminology applicable to word processing and managing files and records;
- 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;
- Establish and maintain cooperative working relationships with coworkers and other City employees;
- Understand and apply laws and regulations;
- Use relevant information and individual judgment to determine whether events or processes comply with laws, regulations, or standards;
- Effectively communicate in person, by telephone and radio;
- Evaluate information for consistency;
- Quickly identify alternatives and project the consequences of proposed actions;
- Recognize, describe, and categorize differences or similarities;
- 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;
- Operate and have basic computer knowledge. Enter, transcribe, record, store, or maintain information in written or electronic form;

- Analyze problems and have the potential to rationally and calmly take effective action in emergency and stressful situations.
- Work irregular and on-call hours, including weekends, evenings and holidays.

### **EDUCATION/EXPERIENCE:**

Any combination of experience and training that would provide the required knowledge, skills, and abilities may be used to qualify for employment. A typical way to obtain the knowledge, skills, and abilities is described below.

- At date of application filing, must be a high school graduate or possess a GED equivalent.
- At date of appointment, must possess a valid Nevada Driver's License
- One year of office work performing word processing tasks and interacting with members of the public to obtain and provide information.

### **PHYSICAL DEMANDS AND WORK ENVIRONMENT**

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

- Read reports, graphics, and maps;
- Perceive conversations among people;
- Infrequently pull or push objects such as containers;
- Perform repetitive hand motions;
- Handle files and pieces of paper;
- Move from place to place within an office;
- Sit for long, uninterrupted periods.

### **WORK ENVIRONMENT**

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;
- Noise and distractions from radios, telephones, and conversations.