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## SENECA POLICE DEPARTMENT POSITION DESCRIPTION - DISPATCHER

### **GENERAL PURPOSE:**

A Dispatcher receives calls, dispatches routine and emergency information by radio to Police, Fire, Public Works and Administration. Performs a variety of administrative tasks and reports to a Police Sergeant.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Monitors telephones and radio in the dispatch center, answers all incoming calls and ascertains nature of call, gathers all necessary information to transmit or relay.
- Dispatches police and other emergency response vehicles and broadcasts nature, location and time of incident. Contacts all required personnel in the event of an emergency. Ensures the presence of reserve units by contacting personnel designated for call-back; relays information as required.
- Receives emergency calls for the Fire Department and dispatches Fire officers and equipment as needed. Sets off fire tones and informs fire officials of the type of fire, the location, and whether chemicals are involved.
- Maintains log of radio and telephone communications and the location of personnel and equipment. In the event of an emergency, maintains on-going contact with responding personnel and informs them of all incoming pertinent information. Keeps track of information such as traffic lights out and streets closed and keeps emergency personnel informed.
- Maintains dispatch center work area and equipment in clean and working condition.
- Receives complaints from public concerning crimes and police emergencies, broadcasts orders to police radio patrol units in vicinity to investigate complaint, and relays instructions or questions from remote units.
- Receives messages for officers and other department personnel and logs information as necessary.
- Accesses NCIC computer for inquiries into an individual's background history, registration of vehicles, license checks, criminal history checks, and other relevant information. Logs all criminal history checks.
- Enters, cancels, and clears information in NCIC computers. Enters appropriate information from incident reports, including stolen property, missing persons, etc. Cancels and clears information when it is no longer valid. Copies reports for "hot files" as needed.
- Records calls broadcast and complaints received in conformance with FCC regulations. Maintains tape recorder and keeps track of tapes.
- Broadcasts information such as weather conditions, hazardous waste spills, Be on the Lookout, and any other vital data. Maintains log of "Be on the Lookout" and vacation watch information.
- Assists homeless persons in obtaining lodging.
- Maintains list of emergency telephone numbers
- Logs information on automobiles towed by city police and vehicles towed off private property.
- Maintains accurate log of fuel usage for all police vehicles.
- Files all noise violation and trespass notices.
- Receives and transfers incoming calls to other offices within department, when appropriate; takes messages when appropriate.
- Maintains reference information for emergency situations.
- Operates radios as needed and assists in radio communications; operates base radio as required.
- Operates listed office machines as required.
- Maintains dispatch documents and records. Performs daily wellness checks on elderly persons that live alone.

### **PERIPHERAL DUTIES:**

- Maintains all NCIC files. May serve as Terminal Agency Coordinator and perform monthly validations. Responsible for audit performed every three years. Ensures that certifications of all operators are current.
- May serve as an NCIC instructor, with responsibility for training new employees.
- Fills in for other positions within the department.
- Assists in training new employees.

- May transmit and receive messages between divisions of own agency and other law enforcement agencies.
- Serves as a member of various employee committees.
- Monitors flood warning system.

### **ESSENTIAL SAFETY FUNCTIONS:**

It is the responsibility of each employee to comply with established policies, procedures and safe work practices. Each employee must follow safety training and instructions provided by their supervisor. Each employee must also properly wear and maintain all personal protective equipment required for their job. Finally, each employee must immediately report any unsafe work practices or unsafe conditions as well as any on-the-job injuries or illnesses.

### **DESIRED MINIMUM QUALIFICATIONS:**

#### Education and Experience:

- High school diploma or GED equivalent
- Two (2) years of related customer service or dispatching experience

#### Necessary Knowledge, Skills and Abilities:

- Working knowledge of computers and electronic data processing.
- Extensive knowledge of telecommunications and dispatching.
- Working knowledge of modern office practices and procedures.
- Working knowledge of the operations of a municipal police department.
- Skill in operation of the listed tools and equipment.
- Ability to perform multiple tasks simultaneously.
- Ability to effectively meet and deal with the public.
- Ability to communicate effectively verbally and in writing.
- Ability to handle stressful situations.
- Ability to calm hostile or hysterical persons to obtain information for emergency response.

### **SPECIAL REQUIREMENTS:**

- Must possess NCIC Certification within 6 months & Communications and E-911 Certification within 1 year.
- Must successfully complete periodic training programs, both internal and external

### **TOOLS AND EQUIPMENT USED:**

Communications switchboard, including computer-aided systems; personal computer including word processing software; copy machine; fax machine; teletype, typewriter, radio transmitters and receivers, tape recorder, telephone equipment, NCIC system, TDD detector.

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

*The physical demands and work environment described are representative of activities required and work environment encountered while performing the essential functions of this job. Reasonable accommodations may be made to allow individuals with disabilities to perform the essential functions.*

- The employee is frequently required to sit and talk or hear.
- The employee is occasionally required to walk.
- The employee is frequently required to use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms.
- The employee must occasionally lift and/or move up to 10 pounds.
- Specific vision abilities required by this job include close vision and the ability to adjust focus.
- The noise level in the work environment is usually moderate.

*The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.*

*The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.*