

DISPATCHER

Nature of Work

This is specialized work in receiving and dispatching messages in a public safety communications center through the use of telephone, radio, and other communications equipment.

Work consists of receiving incoming calls for emergency services or for information, and promptly and efficiently dispatching officers and equipment, or providing requested information. Disposition of calls is made in accordance with established procedures, but employees must be acquainted with local government operations, the police and fire protection system, and geographical layout of the City. Although work is performed within established policies and procedures, it requires the exercise of sound judgment in emergency situations. Supervision and assignments are received from a superior, both orally and in writing. Work is reviewed by superiors through observation, monitoring of operations, and the review of records and reports.

Illustrative Examples of Work

- On an assigned shift, operates telephone, radio, and other communications equipment.
- Receives emergency calls; ascertains address and nature of emergency; dispatches appropriate personnel and equipment to scenes of police incidents, accidents, rescue operations, fires, and other emergencies; maintains records of emergency and other dispatches; keeps radio log.
- Receives routine calls and gives information as requested.
- Receives and transmits messages between field units and with offices in other cities.
- Maintains radio contact with other law enforcement agencies; maintains status and current information on all units in and out of service.
- Attends to public at counter; provides information; performs general clerical work.
- Performs related work as required.

Desirable Knowledges, Abilities and Skills

- Thorough knowledge of the geography of the City and the location of streets and important buildings.
- Some knowledge of modern office methods and equipment.
- Ability to learn quickly the operation of telephone, radio, and other communications equipment.
- Ability to speak clearly in a well-modulated voice and to use good diction.
- Ability to react quickly and calmly in emergencies.
- Ability to establish and maintain effective working relationships with other employees and the public.

- Ability to understand and follow moderately complex oral and written instructions and procedures.
- Ability to remain calm and courteous to the public both in the department and on the telephone.
- Ability to write legibly and spell correctly.

Desirable Training and Experience

Graduation from a standard high school or technical school along with some experience in communications or clerical work; or an equivalent combination of training and experience.