



City of New Albany

Position Description

Position Title
POLICE DISPATCHER

Pay Grade: Non-Exempt Classification Pay Grade 5

Department: Police

Reports To: Administrative Sergeant

Purpose of Position

To receive and dispatch all police emergency calls for the City, to monitor emergency service radios and alarms, to receive calls for City service during non-business hours and to contact needed resources as necessary, to maintain non-emergency contacts for public assistance and to stay in continuous communication with police officers.

Supervision Received

Position works under the general supervision of the Administrative Sergeant.

Supervisory Responsibilities

The position does not have any supervisory responsibilities.

Essential Functions

Receives and monitors telephone calls and other messages requiring Police and Service Department action and transmits calls for service to appropriate law enforcement and service personnel.

Operates radio communication equipment.

Maintains constant contact with on-duty officers knowing their locations at all times to verify personal safety.

Uses the computer-aided dispatching (CAD) system to record all dispatched runs and other various activities for Police.

Enters NIBRS and validates arrest, offense/incident reports and citations in the Records Management System.

Operates Law Enforcement Automated Data System (L.E.A.D.S.) equipment to include checking driver's licenses, vehicle registration status, and status of persons with regard to outstanding warrants; uses state system to send messages to other agencies regarding stolen vehicles, property or missing and wanted persons; enter and delete warrants from the system; release criminal history information when appropriate to do so.

Receives and handles all emergency 911 calls and calls for service; dispatches all calls to appropriate unit(s) including police and fire; handles emergencies and/or service; may assist the caller with pre-arrival instructions.

Assists in a variety of clerical duties including taking telephone messages, receiving initial complaints and compliments from the public, filing, sending and receiving faxes, using the copier, and maintenance of police records.

Greets visitors as a representative of the City, answers questions and addresses concerns in a cheerful and professional manner.

Testifies in court when subpoenaed to do so.

Notarizes official documents, if certified as Notary Public.

Assists the Dispatch Center in training of new personnel.

Accepts bonds and payments for citations during non-regular business hours when the Clerk of Court is unavailable.

Searches prisoners of the same sex in the absence of a Police Officer of the same sex.

Requires regular and predictable attendance.

Other duties as assigned.

Qualifications

The incumbent for this position must be at least 18 years of age and possess a high school diploma or GED equivalent. Additionally, the incumbent must be able to obtain and maintain an Ohio Law Enforcement Automated Data System (L.E.A.D.S.) certification as well as an Ohio Computerized Criminal History (CCH) certification. Other requirements include a valid Ohio Driver's License and the ability to maintain insurability under the City's vehicle insurance policy. Finally, the incumbent must be able to successfully pass a background check according to the City's established criteria and any restrictions put in place by state law.

Knowledge, Skills, and Abilities

The incumbent must have the following knowledge, skills, and abilities:

Ability to learn and demonstrate a working knowledge of standard dispatch practices and procedures

Ability to demonstrate excellent interpersonal skills including communicating verbally and in writing with general public, supervisors and other City employees

Ability to establish professional working relationships

Ability to handle stressful situations with frequent interruptions

Ability to handle confidential material in strict confidence

Ability to write legible, use proper grammar and punctuation, and to follow oral and written instructions

Ability to perform Computer Aided Dispatch (CAD), Record Management Systems (RMS), and emergency call taking techniques

Incumbents in this position may be required to remain working after a regular shift has ended or may be called in during a non-scheduled time, to respond to emergency situations, for shift coverage and/or to complete the mission of the Police Department

Must be able to speak, read, write and understand the English language

Ability to work in a fixed location for extended periods of time

Ability to multi-task and prioritize assignments

Ability to possess good short and long-term memory

Ability to meet psychological and emotional stability as established psychological standards

Ability to use independent judgment and make correct decisions in stressful situations

Ability to remain alert and watchful during assigned duty hours

Ability to operate a variety of automated office machines including copier, computer, and telephone system, fax machine, etc.

Ability to add, subtract, multiply, divide, calculate decimals/percentages and measure data

Ability to use military time in daily job assignments

Ability to comprehend a variety of reference books and manuals to include local ordinances, maps, computer handbooks

Ability to prepare reports, memorandums, and other job related correspondence using prescribed formats

Ability to conform to all rules of punctuation, grammar, diction, and style

Ability to accurately record and deliver information, meet deadlines, and maintain confidentiality of restricted information

Ability to use independent judgment, common sense, and principals of influence and rational

systems in the performance of tasks

Ability to work under stressful conditions, to respond immediately to crisis situations, and to balance priorities in job assignments

Ability to maintain personal composure and tactfully handle difficult situations and interpret questions correctly

Ability to perform in a friendly, understanding, helpful and professional manner with co-workers, supervisors, and the general public

Ability to advise and interpret on the application of policies, procedures and standards to specific situations

This position description contains the essential functions for purposes of 42 USC 12101. However, it is not intended to be the only duties and responsibilities to be performed by the position incumbent. The City retains the right to modify the duties and responsibilities of this position at any time.

The City of New Albany does not unlawfully discriminate on the basis of race, color, national origin, ancestry, sex, religion, military/veteran status, age, disability, or genetic information in employment.

Created: January 24, 2002
Modified: January 15, 2003
Modified: April 13, 2005
Modified: July 14, 2009 ("reports to")
Modified: July 1, 2011 (branding and grade)
Modified: January 9, 2014
Modified: March 17, 2015