



Job Description

Job Title:	Clerk/Dispatcher							
FLSA:	Exempt		Non-Exempt	X	Union Status:	Union	X	Non-Union
Supervision Received:	Chief			Supervision Exercised:			Part-Time Staff	
Last Revision:	12/12/2107							

General Summary:

This position is responsible for providing communication support services for members of the police department. This position is also responsible for collecting accurate and relevant information from callers and conveying it to the appropriate police personnel.

Essential Functions:

1. Answers calls for service, dispatches and monitors police personnel.
2. Receives and coordinates radio traffic and monitors intra-agency radio broadcasts.
3. Responds to and reacts to emergency and non-emergency calls for assistance from both the public and members of the agency.
4. Provides dispatch and communication support services for members of the agency, and facilitates communication with other agencies.
5. Records incident data and records call information.
6. Inputs and extracts information from local and state computer data bases.
7. Performs routine maintenance of the communications equipment and ensures prompt notification to the proper authorities of equipment malfunctions, required repairs, scheduled maintenance and equipment upgrades.
8. Completes reports, and transmits and receives data from various law enforcement networks.
9. Operates various types of office equipment, including, but not limited to: telephone, police radio equipment, computers and assorted police related technological equipment.
10. Functions in a high stress environment and under emergency conditions; remaining clam and able to concentrate on details in spite of other distractions.
11. Determines and assigns level of priority of calls and enter data into the computer dispatch system.
12. Asks vital questions and provide pre-arrival instructions.
13. Maintain and update business file listings and tow logs.
14. Ensures compliance with NCIC policies and procedures.
15. Monitors various video surveillance screens and systems.
16. Perform related work as required.

Education & Experience:

Education:

High School diploma or general equivalency diploma (GED).

Experience:

Experience in a customer service role with high interactions with the public. Experience should include the use of a variety of computer equipment.

Any equivalent combination of education, experience, or training that has prepared the incumbent to perform the essential duties of the position.

Knowledge, Skills & Abilities:

This position requires the ability to:

- Properly answer the telephone and operate police radio equipment.
- Understand and execute oral and written instructions.
- Be courteous, but firm with the public.
- Read and understand instructions, departmental rules, policies, and instructions.
- Write reports.
- Learn departmental functions, practices, rules and regulations.
- Speak in a calm and clear manner.
- Ask questions to clarify and understand a caller's situation or problem.
- Work well under stressful conditions, while handling a variety of duties simultaneously.
- Work effectively, efficiently, and tactfully with the general public.
- Multi-task and remain level headed in a stressful environment.
- Work all shifts, including overnight shifts.
- Report to work during periods of inclement weather and natural disasters, and be available as needed.
- Remain at work stations for long periods of time.
- Work overtime during emergency situations.

This position requires the following skills:

- Written, interpersonal and administrative skills.
- Exceptional verbal communication skills, interacting with the public daily, in a courteous and professional manner.
- Computer skills with the ability to learn systems as they are updated.

This position requires knowledge of:

- Knowledge of emergency procedures that relate to matters requiring urgent police attention.

Licenses & Certifications:

None

Special Requirements:

This position requires the following:

- Successfully pass an extensive background checks as required by CJIS Security requirements.
- Successfully pass a comprehensive training program.

Working Conditions & Environment :

<i>Physical Activities</i>	<i>Amount of Time</i>			
	None	<1/3	1/3 to 2/3	>2/3
Stand		x		
Walk		x		
Sit				x
Use hands to finger, handle, or touch				x
Reach above shoulders		x		
Climb or balance		x		
Stoop, kneel, crouch, or crawl	x			
Talk or hear				x
Taste or smell	x			
Driving (including valid driver's license)	x			

<i>Lifting Requirements</i>	<i>Amount of Time</i>			
	None	<1/3	1/3 to 2/3	>2/3
Up to 10 pounds		x		
Up to 25 pounds	x			
Up to 50 pounds	x			
Up to 100 pounds	x			
More than 100 pounds	x			

<i>Noise Level in the Environment</i>			
	Very quiet		Quiet
x	Moderate Noise	x	Loud Noise
x	Very Loud Noise		

<i>Environmental Conditions</i>		<i>Amount of Time</i>			
		None	<1/3	1/3 to 2/3	>2/3
Work near moving mechanical parts		x			
Work in high places		x			
Risk of electrical shock		x			
Risk of radiation		x			
Work in extreme weather conditions		x			
Exposure to blood or other body fluids		x			
Exposure to hazardous chemicals		x			
<i>Special Vision Requirements</i>					
x	Close vision	x	Distance vision		
	Color vision	x	Peripheral vision		
x	Depth perception	x	Ability to adjust focus		

The above statements are intended to describe the general nature and level of work being performed by the incumbent(s) of this job. They are not intended to be an exhaustive list of all responsibilities and activities required of the position.