

**CITY OF STILLWATER
JOB DESCRIPTION**

TITLE: Dispatcher I	DEPARTMENT: Police
RANGE: 25	DIVISION: Communications
EFFECTIVE DATE: 5/90	REVISION DATE: 2/00

APPROVALS

Department Head	Human Resources Director	City Manager
-----------------	--------------------------	--------------

PURPOSE OF POSITION:

This is a non-exempt position generally in the police department handling emergency dispatch of police and fire fighting personnel and using computer aided and E-911 dispatch systems.

ESSENTIAL JOB FUNCTIONS:

- Operate the base radio and maintain contact with mobile units to dispatch public safety assistance where needed; monitor and transmit radio communication; cooperate with other law enforcement agencies as necessary.
- Receive and dispatch telephone emergencies using computer dispatch system; broadcast orders to law enforcement personnel; coordinate emergency requests; monitor emergency telephones and trace emergency telephone disruptions.
- Assign backup units and arrange for emergency equipment as necessary.
- Operate a tape recording machine to record broadcasts and telephone conversations for record-keeping purposes. Operate in-house computer system to retrieve and/or document information related to calls received, information on warrants, tickets, tag, and license information.
- Monitor alarm systems and respond to malfunctions or activation of the equipment.
- Implement a rotating wrecker list and contact wrecker units for service.
- Operate a computer updating and retrieving information relating to wanted persons, stolen property, vehicle registration, etc.; must be able to type, index file, and perform other clerical functions.
- Monitor activities in the city jail and receptionist areas and may assist police officer in searching female suspects if dispatcher is female and officer is male and suspect is female. Process persons and their personal belongings. May assist in preparation of meals for prisoners in absence of jailer.
- Receive, record, and deposit bond and fine moneys from person issued citation by officers.
- Perform other related duties as assigned.

EDUCATION, TRAINING & EXPERIENCE REQUIRED:

- High school diploma or equivalent.
- Two (2) Years experience/equivalent of general clerical work.

SPECIAL CERTIFICATES, REGISTRATIONS, LICENSES REQUIRED:

- Must be bondable.
- Successful completion of Oklahoma Law Enforcement Telecommunications Systems (OLETS) and certified and licensed to use teletypewriter prior to or within six (6) months of employment.
- Possession of, or ability to obtain, a cardiopulmonary resuscitation certificate.
- Possession of, or ability to obtain, an appropriate valid jail detention certification.

SKILLS, KNOWLEDGE & ABILITIES REQUIRED:

- Knowledge of radio operations. Must have clear distinct voice and able to communicate with public effectively in all emergency situations. Must be able to calm irate or frantic callers to elicit proper information in order to quickly and effectively dispatch service or render telephone assistance.
- Knowledge of streets and geographic features in community. Must have basic first aid and CPR experience and able to transmit this to a caller.
- Knowledge of radio broadcasting procedures and rules, department policies and procedures and other law enforcement procedures.
- Ability to communicate clearly and concisely, both orally and in writing.
- Ability to maintain effective working relationship with a variety of employees and with jail trustees.
- Ability to type at a speed necessary for successful job performance.

PHYSICAL/MENTAL REQUIREMENTS:

- Must have strength sufficient to assist with the processing of unruly arrestees.
- Must be able to act quickly and accurately in response to emergencies.
- May require periods of prolonged sitting.
- Must possess mental acuity for attention to detail and accuracy.
- Must have ability to work under stressful situations.
- Ability to work rotating shifts.

ENVIRONMENTAL CONDITIONS AND SAFETY CONCERNS:

- No routine exposure to hazardous conditions.
- General office safety procedures need to be followed.
- Risk of exposure to blood-borne pathogens and other common infectious diseases while handling prisoners.

JOB LOCATION:

- Job will be performed primarily indoors underground at the Police Department Communications Center.