

**CITY OF WEST COLUMBIA, SOUTH CAROLINA
JOB DESCRIPTION, MARCH 2010**

**JOB TITLE: DISPATCHER
POLICE DEPARTMENT**

GENERAL STATEMENT OF JOB

Under general supervision, answers 911 calls and conventional lines for the Police Department; dispatches proper units as required; relays information to proper departments/agencies; and takes messages as appropriate. Performs a variety of other duties in support of the Police Department such as filing warrants, monitoring alarms, receiving and receipting monies, making NCIC inquiries and entries, checking pawn slips, etc. Reports to the Sergeant on assigned shift.

SPECIFIC DUTIES AND RESPONSIBILITIES

ESSENTIAL JOB FUNCTIONS

Answers 911 calls and conventional lines for the Police Department. Responds appropriately by receiving pertinent information from caller, dispatching proper units as required, relaying information to proper agencies, and/or taking messages as appropriate.

Performs other communications duties for the Police Department, including monitoring the NCIC/SLED terminal and responding appropriately and making NCIC/SLED inquiries and entries for officers.

Keys into computer a variety of types of information received.

Maintains numerous logs and prepares various documents and reports including case cards, incident reports, receipts, etc.

Performs a variety of general duties in support of the Police Department such as receiving and receipting monies for tickets, bonds, fingerprinting, etc; checking pawn slips; filing warrants, etc.

Receives after-hours calls for Public Works Department and notifies appropriate personnel.

Operates a variety of types of communications and office equipment such as NCIC terminals, radios, phone, computer, typewriter, fax machine, copier, alarm panel, door monitoring system, etc.

Works under stressful conditions.

ADDITIONAL JOB FUNCTIONS

Performs other related duties as required.

MINIMUM TRAINING AND EXPERIENCE

Position requires a high school diploma and on-the-job training plus NCIC and CPR certification, or any equivalent combination of education and experience which provides the required skills, knowledge and abilities.

**MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED
TO PERFORM ESSENTIAL JOB FUNCTIONS**

Physical Requirements: Must be physically able to operate a variety of telecommunications equipment and automated office machines including computer, dispatching equipment, 911 equipment, NCIC terminal,

multichannel and frequency consoles, etc. Must be physically able to exert up to ten pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull, or otherwise move objects. Position involves mostly sedentary work, but may involve walking or standing for brief periods of time. Must be able to lift and/or carry weights of approximately twenty pounds.

Data Conception: Requires the ability to compare and or judge the readily observable functional, structural, or compositional characteristics (whether similar to or divergent from obvious standards) of data, people, or things.

Interpersonal Communication: Requires the ability of speaking and/or signaling people to convey or exchange information. Includes the receiving of information and instructions from supervisor.

Language Ability: Requires the ability to read a variety of books and materials including map books, reference books, etc. Requires the ability to prepare documents and reports such as logs and reports of activities, calls, dispatches, etc., using the proper format, punctuation, spelling and grammar. Requires the ability to communicate with co-workers, other city personnel, medical personnel, municipal agencies, rescue personnel, attorneys, and the general public, etc., with poise, voice control, and confidence. Must have excellent communication skills.

Intelligence: Has the ability to apply commonsense understanding to carry out instructions furnished in written, oral, or diagrammatic form; to deal with problems involving several concrete variables in or from standardized situations.

Verbal Aptitude: Requires the ability to record and deliver information and to follow verbal and written instructions.

Numerical Aptitude: Requires the ability to utilize mathematical formulas; add, subtract, multiply, and divide numbers; determine percentages and utilize decimals; and determine time and weight.

Form/Spatial Aptitude: Requires the ability to inspect items for proper length, width and shape.

Motor Coordination: Requires the ability to coordinate hands and eyes in utilizing automated office equipment.

Manual Dexterity: Requires the ability to handle a variety of items, office equipment, control knobs, switches, etc. Must have moderate levels of eye/hand/foot coordination.

Color Discrimination: Does not require the ability to differentiate colors and shades of color.

Interpersonal Temperament: Requires the ability to deal with people beyond receiving instructions. Must be adaptable to performing under moderate stress when confronted with an emergency.

Physical Communication: Requires the ability to talk and/or hear (talking - expressing or exchanging ideas by means of spoken words; hearing - perceiving nature of sounds by ear.)

PERFORMANCE INDICATORS

Knowledge of Job: Has working knowledge of departmental functions, policies and procedures. Is knowledgeable of the layout of city roads and city landmarks. Is able to give clear and precise directions. Knows how to read a map and transmit information pertaining to same. Is familiar with computer operations as they apply to duties of the position. Is skilled in handling individuals during emergency and non-routine situations. Is able to react calmly and professionally in disastrous and frightening situations and events. Must be knowledgeable in area of FCC rules and regulations. Is able to use judgment in making decisions on dispatching appropriate units in extreme and emergency situations. Is knowledgeable of the functions of all responding service agencies/organizations. Is able to understand and follow instructions. Has the ability to maintain confidentiality regarding information received. Has the ability to communicate effectively with members of the public from various backgrounds and origins. Knows of records and reports which must be maintained and completed, and is able to do so accurately and efficiently.

Quality of Work: Maintains high standards of accuracy in exercising duties and responsibilities. Exercises immediate remedial action to correct any quality deficiencies that occur in areas of responsibility. Maintains high quality communication and interacts with all city departments and divisions, co-workers and the general public.

Quantity of Work: Maintains effective and efficient output of all duties and responsibilities as described under "Specific Duties and Responsibilities".

Dependability: Assumes responsibility for doing assigned work and for meeting deadlines. Completes assigned work on or before deadlines in accordance with directives, city policy, standards and prescribed procedures. Accepts accountability for meeting assigned responsibilities in the technical, human and conceptual areas.

Attendance: Attends work regularly and adheres to City policies and procedures regarding absences and tardiness. Provides adequate notice to higher management with respect to vacation time and time-off requests.

Initiative and Enthusiasm: Maintains an enthusiastic, self-reliant and self-starting approach to meet job responsibilities and accountabilities. Strives to anticipate work to be done and Initiates proper and acceptable direction for the completion of work with a minimum of supervision and instruction.

Judgment: Exercises analytical judgment in areas of responsibility. Identifies problems or situations as they occur and specifies decision objectives. Identifies or assists in identifying alternative solutions to problems or situations. Implements decisions in accordance with prescribed and effective policies and procedures and with a minimum of errors. Seeks expert or experienced advice and researches problems, situations and alternatives before exercising judgment.

Cooperation: Accepts supervisory instruction and direction and strives to meet the goals and objectives of same. Questions such instruction and direction when clarification of results or consequences are justified, i.e., poor communications, variance with city policy or procedures, etc. Offers suggestions and recommendations to encourage and improve cooperation between all staff persons and departments within the City.

Relationships with Others: Shares knowledge with managers, supervisors and staff for mutual and city benefit. Contributes to maintaining high morale among all city employees. Develops and maintains cooperative and courteous relationships with department employees, staffers and managers in other departments, representatives from organizations, and the general public so as to maintain good will toward the city and to project a good city image. Tactfully and effectively handles requests, suggestions and complaints from other departments and persons in order to maintain good will within the city. Emphasizes the importance of maintaining a positive image within the city. Interacts effectively with higher management, city administrator, professionals and the general public.

Safety and Housekeeping: Adheres to all safety and housekeeping standards established by the city and various regulatory agencies. Sees that the standards are not violated. Maintains a clean and orderly workplace.

DISCLAIMER: This job description is not an employment agreement or contract. Management has the exclusive right to alter this job description at any time without notice.