



City of Tahlequah, Oklahoma Job Description

Job Title: Dispatcher
Department: Police
Reports To: Chief Dispatcher/Captain
FLSA Status: Non-Exempt
 Grade 3

Summary Performs a variety of routine clerical, administrative and technical work in receiving and dispatching routine and emergency information through various means of communications to expedite police response and effectiveness.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

- 1) Operate the base radio and maintain contact with mobile units to dispatch police assistance where needed. Monitor and transmit radio communications. Maintain cross communication with other law enforcement agencies.
- 2) Receive and dispatch telephone emergencies, broadcast orders to law enforcement personnel, coordinate emergency requests, coordinate backup units, and relay information as required.
- 3) Monitor emergency calls with a recorder to provide a detailed record of communications.
- 4) Operate a computer system to provide officers in the field with information relating to: outstanding warrants, tag numbers, VIN numbers, information relating to wanted persons, etc.
- 5) Respond to alarm system monitoring equipment.
- 6) Monitor the reception area and the city jail through the use of CCTV.
- 7) Maintains dispatch center work area and equipment in clean and working conditions.
- 8) Assists in training new employees.
- 9) Maintain close communications with your immediate supervisor and develop that working relationship.
- 10) Work to improve your skills and develop your abilities in your job.
- 11) Other tasks and duties may be assigned to the employee by the supervisor in charge and/or city administration that are not included in this job description and may or may not be in this department.

Duties and Responsibilities That Specifically Differentiate This Job Level From the Next Lower Job Level in This Department:

Supervisory Responsibilities

Exceptions

- 1) The department understands that it is not possible to list all of the job duties and responsibilities for its employees in this rapidly changing police environment. It is therefore necessary to allow the Chief of Police to change at his/her discretion the job duties and responsibilities of any employee of the department. The Community Policing approach must allow the Chief to be flexible enough to allow these changes.

- 2) When changes to the duties and responsibilities of an employee are made, the Chief of Police or his/her designee will notify the employee either verbally or in writing.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- 1) Knowledge of radio operations.
- 2) Must have clear distinct voice and strong verbal communications skills.
- 3) Must be able to quickly calm irate or frantic callers to be able to elicit proper information to rapidly and effectively dispatch service.
- 4) Must have basic first aid and CPR knowledge to be able to transmit this information to a caller.
- 5) Must have a working knowledge of radio broadcasting procedures and rules, department policies and procedures, and other law enforcement procedures.
- 6) Must be detail oriented.
- 7) The ability to work rotating shifts as needed.
- 8) Knowledge of the streets and geography of the city of Tahlequah.
- 9) Self motivated to be able to work individually and cooperative enough to function as part of a team.
- 10) Ability to establish effective working relationships with fellow employees, supervisors and the general public.
- 11) Maintain socially accepted standards of speech and appearance while on duty.
- 12) Must be willing to adhere to all applicable rules and laws regarding safety and work in a consistently safe manner.
- 13) Ability and willingness to perform assigned work in a timely and efficient manner.
- 14) Must have a clear view of the department's goals and how they mesh with the goals of the city.
- 15) Ability to deal courteously with the public and successfully interact with other city departments and city administration.

Education and/or Experience

- 1) High school diploma, or equivalent, is preferable.
- 2) Knowledge of department equipment.
- 3) One year clerical and dispatching experience.
- 4) Or a combination of education and experience that would allow the competent performance of the essential duties and responsibilities of the job.

Language Skills

- 1) Ability to communicate effectively with fellow employees, supervisors, and the public.
- 2) Polite, yet assertive, in communicating with the public, as needed.

Mathematical Skills

Sufficient to timely perform the record keeping and reports required in the department.

Reasoning Ability

- 1) Recognize unsafe conditions and situations.

- 2) Must be able to understand both oral and written communications.
- 3) Must be able to interpret rules, policies and procedures.

Computer Skills

The competent use of a PC, law enforcement related software, word processing software and DMV software.

Certificates, Licenses, Registrations

- 1) Must possess a valid Oklahoma "Class D" Driver's License and maintain it throughout your employment.
- 2) Successful completion of Oklahoma Law Enforcement Telecommunications Systems (OLETS) is preferred.

Other Skills and Abilities

- 1) Strong keyboarding and teletypewriter skills.
- 2) The ability to work under stressful conditions.

Other Qualifications

- 1) Must successfully complete required drug testing and physical examination per City of Tahlequah's policies.
- 2) Have and maintain a driving record sufficient to satisfy the insurance mandates placed upon the city.
- 3) Establish employment eligibility under USDOL and City of Tahlequah rules and policies.

Physical Demands The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- 1) Sitting, fingering, talking, hearing, and repetitive motions are all demanded in the job.
- 2) The job is considered Light Work most of the time, but occasionally the dispatcher may have to help an officer restrain an unruly detainee or prisoner.
- 3) Level One visual acuity is required.

Work Environment The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The worker will be subject to an office environment most of the time, but could be exposed to bloodborne pathogens and/or physical injury if help is needed to restrain an unruly detainee or prisoner.