

BOARDMAN TOWNSHIP

An Equal Opportunity Employer

POSITION DESCRIPTION

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Classification Title:	Dispatcher	Name of Incumbent:	
Position Title:	Police Dispatcher		

Office/Division:	Police	Employment Status:	Full-Time
Reports To:	Assigned Shift Supervisor	FLSA Status:	Non-Exempt

QUALIFICATIONS (An Example of Acceptable Qualifications):

Completion of secondary education (high school or GED) supplemented by courses in typing, computer operations, general accounting, and office practices and procedures, plus prior dispatch and/or secretarial work experience, or equivalent.

LICENSURE OR CERTIFICATION REQUIREMENTS

LEADS certification required.

MINIMUM ACCEPTABLE CHARACTERISTICS (*Indicates Developed After Employment)

Knowledge of: L.E.A.D.S. computer operations;* public safety radio dispatching procedures;* agency goals and objectives;* agency policies and procedures;* government structure and process; public relations; office practices and procedures*; records management;* local geographical area;* FCC rules and regulations.

Skill in: computer operation; multi-line telephone console operation; use of modern office equipment; use or operation of dispatch equipment, including radio console.

Ability to: deal with problems involving several variables within familiar context; recognize unusual or threatening conditions and take appropriate action; complete routine forms; prepare routine correspondence; prepare accurate documentation; compile and prepare reports; respond to routine inquiries from public and/or officials; communicate effectively; train or instruct others; understand a variety of written and/or verbal communications; maintain records according to established procedures; work alone on most tasks; handle sensitive inquiries from and contacts with officials and general public; develop and maintain effective working relationships; operate dispatch equipment; monitor security cameras for long periods of time.

ESSENTIAL FUNCTIONS OF THE POSITION (For purposes of 42 USC 12101)

1. Receives emergency and non-emergency calls and dispatches calls to appropriate units in accordance with established priorities (e.g., determines type of call; asks relevant and pertinent questions to obtain necessary information such as name, address, location of incident, type of incident, suspects, injuries, weapons/safety concerns; calms callers and controls conversation; informs victim/witnesses of response; assigns primary and back-up units; uses alert tone in

Developed by:

Date Adopted: _____

Clemans Nelson & Associates, Inc.

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Date Revised: _____

Dublin, OH 43017

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accordance with procedure; directs radio channels for traffic; coordinates perimeters for K-9 tracks or other scenes; records date and times of dispatch, arrival, and completion of call; issues event numbers and records disposition of calls; prepares and disseminates BOLO broadcasts).

2. Monitors status of in-field police units (e.g., records activity into CAD system; maintains general awareness of all units operating; responds to requests from field units; monitors radio traffic on primary channel and secondary channel, as necessary; uses maps or CAD to decide jurisdictional issues and assist units; prepare and disseminate broadcasts via radio, email, data).
3. Makes callouts of investigators, K-9 units; crime scene units; and other special personnel at direction of supervisor.
4. Maintains rotation of ambulance and wreckers.
5. Operates LEADS/NCIC terminal (queries and decipherers responses on wanted persons, articles, vehicles, drivers licenses, vehicle registration, etc.; transmits responses to unit in accordance with procedures; response to all incoming messages and relays messages to appropriate personnel; transmit communications to other external law enforcement personnel; process requests for criminal histories and disseminates information; makes data entries regarding missing persons, stolen vehicles, property and completes required forms; maintains working knowledge of LEADS manual).
6. Transfers phone calls to appropriate personnel/department and responds to routine inquires (e.g., makes necessary calls fro general police business to field units; contacts other public service agencies to relay information; transfers calls to other divisions/personnel; provides information to officers or agencies; advises patrol supervisors of important situations and calls on hold).
7. Maintains the trespass warning log and warrant files.
8. Records 911 number errors; non-valid addresses, and other problems to supervisor.
9. Briefs oncoming dispatcher to insure orderly shift change.
10. Trains new employees in proper dispatch techniques.
11. Demonstrates regular and predictable attendance.
12. Meets all job safety requirements and all applicable OSHA safety standards that pertain to essential functions.

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OTHER DUTIES AND RESPONSIBILITIES:

1. Performs other related duties as assigned.

EQUIPMENT OPERATED (The Following Are Examples Only and Are Not Intended To Be All Inclusive)

Computer, printer, typewriter, 10-key adding machine, multi-channel receivers and transmitters, telephones, alarm panel, surveillance equipment, copy machine, fax machine, and other standard business office equipment.

INHERENTLY HAZARDOUS OR PHYSICALLY DEMANDING WORKING CONDITIONS:

The employee works with and around chemicals found in an office environment (toner, correction fluid, etc.); the employee may occasionally experience hostility from the general public; the employee is periodically exposed to stressful situations.

Note: In accordance with the U.S. Department of Labor physical demands strength ratings, this is considered sedentary work.

This position description in no manner states or implies that these are the only duties and responsibilities to be performed by the position incumbent. My (*employee*) signature below signifies that I have reviewed and understand the contents of my position description.

(Approval of Appointing Authority)

(Date)

(Employee Signature)

(Date)

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