

BOARDMAN TOWNSHIP

An Equal Opportunity Employer

POSITION DESCRIPTION

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Position Title:	Dispatcher	Name of Incumbent:	
Office/Division:	Communications	Employment Status:	Full-time
Reports To:	Dispatch Supervisor	FLSA Status:	Exempt

QUALIFICATIONS: An example of acceptable qualifications:

Completion of secondary education, or equivalent, and training and/or experience which evidences a basic knowledge of office practices and procedures and ability to communicate to the public; ability to obtain L.E.A.D.S. certification and CCH certification; ability to type and operate computer including data processing; ability to work all shifts; ability to undergo successful criminal background review..

LICENSURE OR CERTIFICATION REQUIREMENTS:

Must possess a valid Ohio driver's license; must be able to obtain L.E.A.D.S. certification and CCH certification.

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.

Developed by:

Date Adopted:

Clemans, Nelson & Associates, Inc.

Date Revised:

Dublin, OH 43016

{3/27/2013 PDBRMTW 00115344.DOC}

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Position Title: Dispatcher

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ESSENTIAL FUNCTIONS OF THE POSITION: For purposes of 42 USC 12101:

1. Operates two-way radio to monitor, receive, and transmit messages to appropriate personnel regarding Fire, EMS, and Police; dispatches appropriate personnel to calls for service; maintains contact and provides information to coordinate on-site activities of personnel; operates L.E.A.D.S./N.C.I.C. computer to send and receive messages and/or request and receive law enforcement data; receives and transmits calls for support services (e.g., hospital notification, wrecker services, utility/maintenance personnel, etc.); collects information regarding crimes, accidents, or other emergency situations in progress and relays information to appropriate personnel; receives and screens emergency telephone calls; enters and retrieves information into and from computers; monitors alarms and video cameras; operates 911 terminal to receive and transmit messages to appropriate personnel.
2. Performs recordkeeping functions including preparing and maintaining information of a sensitive or confidential nature; maintains record of communications; keeps logs of daily events.
3. Enters information into computers; acts as Special Deputy Clerk for courts; performs miscellaneous duties to assist with communication with officers; testifies in court on officers' behalf; prepares reports relating to the communication aspect of law enforcement; prepares reports, run sheets, and provides time keeping function for fire and EMS.
4. Assists/greets public (e.g., answers general inquiries, provides general information, and directs public to proper authority).
5. May serve as Terminal Agency Coordinator (TAC) (e.g., responsible for training certifications and recertifying of all Dispatchers; provides new information supplied by L.E.A.D.S. or N.C.I.C. to communications officers.
6. May be required to attend training sessions to stay current on standard operating procedures.
7. Meets all job safety requirements and all applicable OSHA safety standards that pertain to essential functions.
8. Demonstrates regular and predictable attendance.
9. Maintains required licensure and certification.

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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 and other modern office equipment, proficient in applicable computer software, radio and other dispatching equipment.

INHERENTLY HAZARDOUS OR PHYSICALLY DEMANDING WORKING CONDITIONS:

The employee: has exposure to chemical compounds found in an office environment (e.g., toner, correction fluid, etc.); is exposed to hostile or upset members of the general public; uses and works in proximity to the use of firearms; may be required to work second or third shifts and/or rotating shifts; has contact with potentially violent or emotionally distraught persons or life threatening situations; exerts up to ten (10) pounds of force frequently and/or a negligible amount of force constantly to move objects such as file boxes, records, and the like.

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

Note: The closest U.S. Department of Labor Definition Trailer (DOT Code # 379.362-010) for this position is:

GOE: 07.04.05 STRENGTH: S GED: R3 M2 L3 SVP: 4 DLU: 81

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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