

CITY OF ST. MARYS

An Equal Opportunity Employer

POSITION DESCRIPTION

Page 1 of 3

Employee Name:		Class Title:	Dispatcher
Position Title:	Dispatcher	Class Number:	19102
Dept./Div.:	Police Department	Civil Service Status:	Classified
Reports To:	Chief of Police	Employment Status:	Part-time
Pay:	Collective Bargaining Agreement	FLSA Status:	Non-exempt
		DOT Code:	379.362-010

QUALIFICATIONS: An example of acceptable qualifications.

Completion of secondary education preferably supplemented with experience or training in the use of dictation equipment and modern office and data processing equipment.

LICENSURE OR CERTIFICATION REQUIREMENTS: (* can be obtained after employment)

L.E.A.D.S. certification*; Notary Public*.

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

- 60% (1) Receives emergency and non-emergency calls for service; collects pertinent information from caller; determines priority of incoming calls and handles accordingly; dispatches necessary personnel, including Fire Department, utility departments, and/or equipment; completes appropriate activity logs; inputs all pertinent radio transmissions into computer software program; receives and transmits messages on police radio; provides assistance, information, and directions to non-emergency callers; retrieves information from state, county, and national computer networks and relays information to officers; controls traffic signals for emergency vehicles; serves as receptionist for the department, handling routine inquiries and referring inquiries to Officers as needed.
- 35% (2) Maintains police incident and complaint reports, records of offenses committed, and property stolen/recovered files; reviews completed complaints for corrections and additions, indexes, and records them; maintains records of cars impounded, bicycles impounded, etc.; types police reports and other information from a dictaphone or other recording device; tests severe weather system alert system; performs weekly test of Fire Department paging system; prepares public record requests; performs secretarial duties for the Chief of Police, Police Sergeants, and Police Officers while maintaining confidentiality; files records and reports.
- 3% (3) Receives money for parking violations, bicycle licenses issued, and from other sources, and keeps records of monies received; maintains transient aid fund.

Date Adopted: 01/02/1997

Date Revised: 10/14/2013

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Page 2 of 3

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2% (4) Participates in pat-downs and strip searches of female prisoners; takes photographs; witness urine collections of female suspects.

(5) Meets all job safety requirements and all applicable OSHA safety standards that pertain to essential functions.

(6) Demonstrates regular and predictable attendance.

OTHER DUTIES AND RESPONSIBILITIES:

(7) Performs related duties as required.

MINIMUM ACCEPTABLE CHARACTERISTICS (*indicates developed after employment).

Knowledge of: organizational policies, procedures, goals, and objectives*; communications techniques*; L.E.A.D.S. computer operations*; public safety radio dispatching procedures*; federal, state, and local laws *; public relations; English grammar and spelling; records preparation and management.

Skill in: computer operation; typing; data entry; machine transcription; operation of office equipment; word processing.

Ability to: carry out instructions in written or oral form; exercise independent judgment; recognize unusual or threatening situations and take appropriate action; copy records precisely without error; prepare accurate documentation; communicate effectively; maintain records according to established procedures; develop and maintain effective working relationships; answer routine inquiries; handle sensitive inquiries from and contacts with officials and the public; maintain discretion in handling confidential matters and correspondence; work under pressure, exercise good judgment and make sound decisions in emergency situations; react calmly and effectively; establish priorities during emergencies; elicit information from upset and irate callers; resolve complaints; manage callers and visitors in a courteous, professional, and respectful manner; work alone; operate a computer and various software applications.

EQUIPMENT OPERATED: The following are examples only and are not intended to be all inclusive.

Telephone, teletype, two-way radio, dictaphone, computer, typewriter, photocopier, fax machine.

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Page 3 of 3

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INHERENTLY HAZARDOUS OR PHYSICALLY DEMANDING WORKING CONDITIONS: For purposes of ORC 4167.

Ascends and descends stairs. Possible contact with potentially violent or emotionally distraught persons. Possible exposure to bodily fluids. Exerts up to 10 pounds of force occasionally and/or a negligible amount of force frequently to lift, carry, push, pull, or otherwise move objects, including the human body.

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

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.

(Approval of Appointing Authority)

(Date)

I have reviewed and understand the contents of my position description.

(Employee Signature)

(Date)