

City of Seward Job Description



Job Title: Police Dispatcher

Range:	11 -13, Progressive	Salary:	\$18.86/Hour
Department:	Police	Approved by:	Chief Clemons
Reports to:	Dispatch Supervisor, Police Lieutenant, Chief of Police	Date:	May 2020
Position:	Regular, Full-Time		

Summary:

This position is responsible for dispatching public safety personnel, call taking and providing the public with courteous service.

Essential Duties and Responsibilities:

Receives and answers inquiries with respect to calls for assistance, service, or general information; relays or dispatches the appropriate public safety unit in a timely manner.

Monitors and relays information on several radio frequencies to include police, fire, medical, and other public service entities.

Operates a variety of office equipment including: copiers, paper shredder, typewriter, word processor, and multi-line phone system to include Enhanced 911.

Maintains contact with and monitors status of field units.

Maintains logs to record all communication traffic and messages received and relayed; records shift activities and incidents in Journal.

Maintains confidentiality with all aspects of the job.

Ability to become familiar with street and building locations in the City and outlying areas.

Assist the jail by conducting searches of prisoners when needed.

Provides notary service for the public and documents for court.

Monitors alarms and dispatches appropriate public safety unit.

Approved:

Page | 1

Rev. 03/29/16

Employee

Department Head

Personnel Officer

City Manager

Monitors and answers tests for Civil Defense Emergency Services; conducts tests locally for emergency preparedness of the City and outlying areas; receives earthquake and tsunami information; alerts City and outlying areas in the event of a disaster.

Must, under reasonable conditions be able to respond to the Police Department within 20 minutes when called out for emergency situations.

Must be able to work shifts, holidays, and weekends.

Performs other related duties as assigned.

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.

Qualification Requirements:

Will be required to pass the selection process written exam, and psychological examinations in addition to a background investigation to determine suitability for police support work and the maintenance of confidential records. Drug test must be passed prior to employment.

Education and/or Experience:

High school diploma or general education degree (GED) and at least one year experience in dealing with the public.

Language Skills:

Ability to read and interpret documents such as safety rules, operating and maintenance instructions and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization; ability to speak in a clear, concise and well-modulated voice.

Mathematical Skills:

Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions and decimals. Ability to apply concepts of basic algebra and geometry.

Reasoning Ability:

Ability to prioritize calls for assistance. Ability to organize details quickly and logically and to carry on a number of actions simultaneously under pressure. Ability to act quickly and calmly in emergency situations. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Other Skills and Abilities:

Knowledge of standard office practices for file maintenance, typing formats and public service courtesy.

Keyboard skills of 40 wpm with less than 5% error rate and be able to operate word processing equipment is preferred.

Ability to learn, within a reasonable period of training, the operation of a radio communication transmitter-receiver unit.

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.

While performing the duties of this job, the employee is regularly required to sit; handle or feel objects, tools or controls; and talk or hear. The employee frequently is required to reach with hands and arms. The employee is occasionally required to stoop, kneel, crouch or crawl.

The employee must occasionally lift and/or move at least 50 pounds. Specific vision and hearing abilities required by this job include close vision and the ability to listen attentively to more than one thing at a time.

Public Relations:

Public relations will be an integral part of each employee's job. Employees will be courteous, helpful and conduct themselves in a manner that is appropriate for an employee in public service.

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 noise level in the work environment is usually moderate.

Progressive Development Plan:

Each year on the employee's anniversary date, the employee will be evaluated on not only their performance, but also on professional development. The Chief of Police shall determine if the employee has received the required training, experience and education to advance from range 11 to range 12 and then from range 12 to range 13, remaining at the same step. After the employee reaches a range 13, the employee shall remain at that range and receive annual step increases, if earned, in the regular sequence.

To progress to a range 12 requires the employee to have; spent at least one year in this position or position with a comparable job description with above satisfactory knowledge and execution of the essential duties and responsibilities outlined herein, attained EMD certification, completed the public safety related EMD continuing education requirements of at least 24 hours required bi-annually, has maintained APSIN, CPR and any other necessary certifications, and have no violations of APSIN regulations.

To progress to a range 13 requires, in conjunction prior advancement requirements, the employee to have; spent at least one additional year in this position or position with a comparable job description with above satisfactory knowledge and execution of the essential duties and responsibilities outlined herein, attended the FEMA All Hazards/Earthquake class or a similar disaster management class, a 40 hour Tele-communicator completed course with a passing grade, at least 40 hours of continuing education in the public safety or business related field, and no violations of APSIN within the previous 5 years.

If, at the time of evaluation, it is determined that the employee will not advance to a progressive range, but has shown satisfactory or above performance, he/she may be granted the regular one step merit increase.

If, at the time of evaluation, it is determined that the employee will advance to a progressive range they will not be eligible for the regular one step merit increase.