

POLICE DISPATCHER

GENERAL STATEMENT OF DUTIES

Responsible for the operation of the Police Department radio, answering all incoming telephone calls, operate and control panel, and other related equipment to dispatch officers and run various checks. Also required to greet visitors, type, file, and operate the City switchboard when required. Above all, must constantly be aware of the whereabouts and activities of each and every individual officer. The dispatcher is not only the link between the public and the police officer, but at times of peril to the police officer, may be the only source that an officer has to call for assistance to insure his own protection, as well as that of the public.

SUPERVISION RECEIVED

Works under the supervision of the officer in charge and the general supervision of the Police Chief.

SUPERVISION EXERCISED

None, except when training new dispatchers.

JOB DUTIES

- Answer all incoming calls on the police telephone (emergency and non-emergency); determine priority and dispatch units.
- Operate the police base radio and control panels. Dispatch police officers to the complaints, accidents, calls for service and assistance, alarm drops, etc.
- Provide preliminary contact with the public and answer routine questions or refer them to the proper personnel.
- Operate the UTS 20 Terminal (LEADS) to check warrants, registrations, stolen vehicles, missing persons, etc. Use the LEADS machine to assist other cities police departments.
- Validate all entries in the LEADS machine which includes missing persons, wanted persons, stolen guns, stolen vehicles, etc. If this duty is not performed on a regular basis, a police officer or a private citizen's life could be endangered.
- Monitor all alarms (panels and telephone), and the radios of Oberlin College and Oberlin city utilities. Notify the proper department (power outages, storm damage,

- water main breaks, etc.) and/or dispatch officers in emergency situations.
- Perform general typing of various reports, day sheets, complaint records, arrest cards, court related reports, etc.
 - Act as Deputy Clerk for the Oberlin Municipal Court; take waivers and bonds, sign all court-related forms which require a Deputy Clerk's signature, secure and retain all money taken in for the court and be responsible for the same.
 - Maintain the filing system and update business cards.
 - Keep an up-to-date record (daily) of all radio transmissions, complaints, and reports received and transmit same to daily log which is kept current for each shift.
 - Secure and retain certain master keys at the Police Department.
 - Keep records of all items (lost and found) that are turned in to the department.
 - Act as a jailee when prisoners are being held or housed including physical contact with prisoners (frisking).
 - Responsible for maintaining jail security; operate all electronic security equipment within the secured area of the building, as well as monitor male and female cells when prisoners are being held.
 - On occasion, takes criminal complaints and police reports from citizens if a sworn officer is unavailable.
 - Perform other related duties as assigned.

MINIMUM QUALIFICATIONS

High school diploma or equivalent; type at 40 words per minute, good grammar and writing skills. Should be even tempered and have a pleasant personality for dealing with the public. The ability to concentrate and communicate under stressful situations when time is of the essence and the life/safety of an officer or citizen may be involved. Must have the ability to use critical thinking in prioritizing and assigning calls and have a good working knowledge of the City/County agencies as well as criminal and civil law.

LICENSES AND CERTIFICATES REQUIRED (We Provide Training)

- LEADS (Law Enforcement Automated Data System) Certification
- CCH (Criminal History) Certification
- 80 Hours Jail Training
- CPR/First Aid
- Self-Defense

=====

Paygrade: Union Contract
F.L.S.A. Rating:

Classification: Provisional
Civil Service
Rating: Classified - Noncompetitive