



JOB DESCRIPTION

Job Title: Dispatcher

Reports To: Communications Supervisor

Work Comp Code: 8810

Department: Police

Exempt

Non-exempt

Full Time

Part Time (hrs./week)

Pay Grade: 9

Salary Range: \$36,296 - \$56,243.20

Date: 10/01/2018

POSITION SUMMARY:

Skilled emergency service position that involves receiving emergency 911 and non-emergency requests for Police or Fire Department assistance, determining nature/urgency of calls, initiating Police, Fire or other emergency personnel action and maintaining close contact with field units to monitor response and needed support requirements.

ESSENTIAL FUNCTIONS AND DUTIES include the following. Other duties may be assigned as dictated by operational necessity.

- Receives and transmits police and fire messages and calls, and records same by data entry.
- Acts as central switchboard operator for the Police and Fire Departments.
- Maintains central recording system.
- Obtains information requested by police officers (checks license plates, checks for wanted persons, checks driver license information etc.)
- Prioritizes, directs and logs police and fire calls and dispatches units accordingly.
- Communicates with towing services, utility crews, etc. as needed.
- Researches, enters, clears, cancels, and updates warrants, missing persons reports, runaway juveniles reports, stolen article descriptions or vehicles in designated computer database.
- Monitors police scanner radio to ensure safety of police officers, and dispatches backup units.
- Maintains appropriate security and confidentiality of information created or encountered in the performance of assigned duties.
- Keeps informed of departmental regulations, policies and procedures.
- Periodically makes routine announcements and relays messages via radio.

MINIMUM QUALIFICATIONS: To perform this job successfully, an individual must be able to carry out each essential duty or responsibility satisfactorily. The requirements listed below are representative of the knowledge, skills, and abilities; education and/or experience; and, certificates or licenses required in order to fill the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the job. In lieu of certain requirements listed below, Employee may accrue or acquire certain specified time in service, specialized skills, and/or certifications, thereby qualifying for this position through the City's career progression policy.

KNOWLEDGE / SKILLS / ABILITIES:

- Knowledge of public service activity and methods of local government;
- Knowledge of computer technology and equipment;
- Knowledge of law enforcement terminology and procedures;
- Knowledge of geography for the City of Punta Gorda;
- Knowledge of English language for spelling and proper word usage;
- Skill in multi-tasking- coordinating simultaneous mental, manual and visual activities;
- Skill in observing situations analytically and objectively and relaying details accurately;

- Skill in communicating using two-way radio and telephone equipment;
- Skill in operating a variety of communications equipment effectively;
- Skill in reading and interpreting maps to determine locations and jurisdictional boundaries;
- Able to work rotating shift assignments and overtime in accordance with maintaining a fully operational 24 hour facility.
- Ability to speak clearly and concisely;
- Ability to think clearly and act quickly in emergencies;
- Ability to establish and maintain effective working relationships with Police and Fire Department personnel, other City employees, outside law enforcement or fire agencies and the public;
- Ability to meet attendance schedule with dependability and consistency.
- Able to data entry at 6200 keystrokes per hour with an accuracy rate of 95%.

EDUCATION, EXPERIENCE, LICENSES AND CERTIFICATIONS:

- Graduation from high school, or a GED from a properly accredited institution of learning.
- PC knowledge/experience, typing and telephone skills.
- Two (2) years clerical experience in a fast-paced, stressful office environment.
- Any combination of education and experience which provides the requisite mental and communication skills.

SUPERVISORY RESPONSIBILITIES:

- No direct supervisory authority

ESSENTIAL PHYSICAL ABILITIES:

Code: Constant = 2/3 or more of the time
 Frequent = from 1/3 to 2/3 of the time
 Occasional = up to 1/3 of the time
 N/A = Not applicable

Physical Skills	Constant	Frequent	Occasional	N/A
Heavy lifting (45 lbs.. and over)				X
Moderate lifting (15 to 44 lbs.)			X	
Light lifting (under 15 lbs.)		X		
Heavy carrying (45 lbs. and over)			X	
Moderate carrying (14 to 44 lbs.)			X	
Light carrying (under 15 lbs.)			X	
Reaching above shoulder		X		
Use of fingers	X			
Both hands required	X			
Climbing (use of legs and arms)				X
Climbing (legs only)				X
Good near vision	X			
Good distant vision	X			
Both eyes required	X	X		
Depth perception	X			
Distinguishing basic colors	X			
Distinguishing shades of colors	X			
Good hearing (with or without hearing aid)	X			

Physical Skills	Constant	Frequent	Occasional	N/A
Straight pulling				X
Pulling hand over hand				X
Pushing		X		
Walking		X		
Standing				X
Crawling		X		
Kneeling				X
Bending			X	
Balancing				X
Stooping				X
Jumping				X
Running				X
Throwing				X
Driving (cars, small vans, pick-ups, etc.)				X
Driving & operating (heavy equip., trucks, etc.)				X
Other				

ENVIRONMENTAL CONDITIONS:

Code: Constant = 2/3 or more of the time

Frequent = from 1/3 to 2/3 of the time

Occasional = up to 1/3 of the time

N/A = Not applicable

Environment	Constant	Frequent	Occasional	N/A
Work Inside	X			
Work Outside				X
In the Heat				X
In the Cold				X
In High Humidity				X
In Dampness or Chilliness				X
In Dry Conditions				X
In or with Noisy Conditions				X
In Darkness		X		
In or with Dusty Conditions				X
With Silica, Asbestos, etc.				X
With Fumes or Gases				X
With Smoke or Flames				X
With Chemicals				X
With Solvents				X
With Grease or Oils				X
With Radiant Energy			X	
With Electrical Energy				X
On Slippery Surfaces				X
On Uneven Surfaces				X

Environment	Constant	Frequent	Occasional	N/A
In or With Moving Objects				X
In or With Ladders/Scaffolding				X
At Heights above Ground Level				X
Below Ground Level				X
In Water				X
With Explosives				X
With Poor Ventilation			X	
With Odors				X
With Unusual Fatigue Factors			X	
Other Relevant Information:				

DISCLAIMERS:

All requirements are subject to possible modification to reasonably accommodate individuals with disabilities. Individuals who cannot perform some of the requirements because they pose health or safety risks to themselves or other employees may be excluded from this position.

This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by this supervisor.

Requirements are representative of minimum levels of knowledge, skills and/or abilities or aptitudes to perform each duty proficiently.

This document does not create an employment contract, implied or otherwise.

EMERGENCY RESPONSE STATEMENT:

Every City employee has emergency response responsibilities, though not every position will require routine assignments during an emergency event. All employees may be subject to recall around the clock for emergency response operations, which may require irregular work hours, work at locations other than the normal work location, and may include duties other than those specified in the employee's official job description. Assignments in support of emergency operations may be extensive in nature, with little advance notice, and may require employees to relocate to emergency sites with physically and operationally challenging conditions.

I have read and understand the contents of this Job Description. I certify that I am capable of carrying out the Essential Functions and Duties of the job as specified.

(Print Name)

(Date)

(Signature)

(Supervisor Name)

(Date)

(Supervisor Signature)

(HR Manager Name)

(Date)

(HR Manager Signature)

(City Manager Name)

(Date)

(City Manager Signature)