

Radio Dispatcher I

Job Description

City of Wamego

Revised Date: Jan. 1, 2012

Department: **Police Department**

Reports To: Chief of Police and Dispatch Coordinator

FLSA Status: Non-Exempt

POSITION SUMMARY

The Radio Dispatcher answers routine and emergency calls by phone and radio from citizens, police officers and other emergency service personnel. Dispatch relays necessary information by radio to police officers and emergency service personnel. Answers City calls after hours and on weekends/holidays. Operates hi and low band radios, pagers, computers and telephone equipment. Monitors separate radio frequencies for police, fire, City, County and medical.

ESSENTIAL JOB FUNCTIONS

- Answers calls by phone and radio for emergency services from citizens, police officers and other emergency service personnel and relays necessary information to police officers and emergency service personnel
- Pages emergency personnel
- Answers routine calls from citizens
- Tests and operates emergency TV alert system, including plectrons and sirens
- Prepares weekly police log for local newspapers
- Maintains dispatch and vacation house check logs
- Monitors cameras, calls from airport, alarms, weather radar and calls out storm spotters when needed
- Monitors case logs and assigns numbers

ADDITIONAL RESPONSIBILITIES

- Assists Court Clerk with fine collections
- Assists in emergency preparedness drills and exercises
- Does light janitorial duties
- Attends and participates in departmental staff meetings, trainings, and seminars
- Actively participates and abides by Police Department and City, if applicable, sponsored education, training and safety programs
- Performs other duties as deemed necessary or may be assigned

This document in no way states or implies that these are the only duties to be performed by the employee occupying this position. The employee is required to follow any other instructions and perform any other assigned duties.

POSITION REQUIREMENTS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements below are representative of the qualifications, knowledge, skills, and/or abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

All employees hired by the Wamego Police Department are required to meet the State of Kansas statues that govern law enforcement agencies.

Experience: Employee is expected to have acquired the necessary information and skills to perform the job satisfactorily in accordance with the adopted personnel policies of the City. Previous experience working with computer systems, NCIC and NLET preferred.

Education: A high school diploma or GED is required.

Technical Skills: Proficient knowledge of personal computers and radio equipment is required. Employee must be able to proficiently type, read, write and pass on information over the radio, and accurately operate telephones and paging equipment. Employee must be able to interpret and follow written instructions and policies. Employee must have ability to complete NCIC Certification at the earliest opportunity provided.

Problem Solving: This employee encounters problems with equipment malfunctions and citizen's complaints.

Decision Making: Logical critical decision making includes determining extent and seriousness of citizens calls for assistance, and must determine correct information to pass on to police officers and/or other City employees.

Supervision: This position works with frequent supervision from the Chief of Police and the Dispatch Coordinator. The Radio Dispatcher I has no supervisory duties.

Financial Accountability: Employee is directly responsible for all office dispatch equipment. Employee does not participate in the annual budget process.

Personal Relations: Daily contact with citizens, co-workers and officials from other emergency service agencies.

Working Environment: The working environment for this position is all indoors in a climate controlled modern office setting generally sedentary in nature and may include repetitive motion. This position is exposed to potentially violent, emotional people over the phone, and cleaning chemicals and various office supplies.

Physical Demands: This position requires little physical activity on a daily basis, however requires ability to sit and/or stand or remain stationary for prolonged periods of time (2-3 hours), ability to lift, pull, push, and carry a minimum of 20 lbs, use of multi-line voice telephone, computer systems with normal visual range and acuity, ability to distinguish letters, numbers, and possess good oral communication skills with ability to speak clearly, listen attentively along with appropriate hearing acuity, take messages and relay information.

Work Hours: Work hours are determined by the shift assigned; 7:00am-3:00pm; 3:00pm-11:00pm; or 11:00pm-7:00am. A flexible schedule is required by caseload. Hours may vary depending upon department/City needs and adjustments are made to the work schedule to accommodate these demands. This includes working evenings, weekends and holidays and subject to emergency call outs on short notice may occur.

I have read and understand the duties of this position and shall comply with all responsibilities to the best of my ability. I also understand that this job description is not intended as City Policy, and the City of Wamego reserves the right to modify my job description at any time with or without advance notice.

Employee's Signature

Date