

POSITION DESCRIPTION

Class Title: Dispatcher
Department: Dispatch
Date: 12/20/12

Grade Number: 55

GENERAL PURPOSE

Performs a variety of routine clerical, administrative and technical work in receiving and dispatching routine and emergency information; keeping official records; and assisting in the administration of the standard operating policies and procedures of the dispatch center.

SUPERVISION RECEIVED:

Works under the supervision of the Communications Center Supervisor.

SUPERVISION EXERCISED

None.

ESSENTIAL DUTIES AND RESPONSIBILITIES

This person performs the following duties:

Monitors telephones, alarm systems and radio in the dispatch center, answers incoming calls and ascertains nature of call, gathers all necessary information to transmit or relay.

Dispatches police and other response vehicles for emergency responses; broadcasts nature, location and time of incident; contacts all required personnel and other local concerns such as the fire department in the event of an emergency situation; insures the presence of reserve units by contacting personnel designated for call-back; relays information as required.

Maintains log on radio and telephone communications, location of personnel and equipment; in the event of an emergency situation, maintains on-going contact with the responding personnel and keeps them informed of all incoming pertinent information; keeps track of various information such as traffic lights out and streets closed and keeps emergency personnel informed.

Maintains dispatch center work area and equipment in clean and working condition.

Operates radios as needed and assists in radio communications; operates base radio as required.

Operates listed office machines as required.

Inputs data to standard office and department forms, both manual and automated; makes simple postings to various reports.

Maintains dispatch documents and records.

PERIPHERAL DUTIES

Assists in training new employees.

DESIRED MINIMUM QUALIFICATIONS

Education and Experience:

(A) Graduation from a high school or GED equivalent with specialized course work in general office practices such as typing, filing, accounting or bookkeeping, and (B) two (2) years of increasingly responsible related experience, or any equivalent combination of related education and experience.

Necessary Knowledge, Skills and Abilities:

(A) Working knowledge of computers and electronic data processing; working knowledge of modern office practices and procedures.

(B) Some skill in operation of the listed tools and equipment.

(C) Ability to effectively deal with the public; ability to communicate effectively verbally and in writing; ability to handle stressful situations.

SPECIAL REQUIREMENTS

No felony convictions.

Ability to qualify for Oklahoma Telecommunications Operators Permit.

Oklahoma State driver's license with a driving record acceptable to the City's insurance carrier.

TOOLS AND EQUIPMENT USED

Communications switchboard, including computer-aided systems; personal computer including word processing software; copy machine; fax machine; radio; teletype; Enhanced 911 Emergency System.

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 ADA disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit and talk or hear. The employee is occasionally required to walk. The employee is frequently required to use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms.

The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

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 ADA disabilities to perform the essential functions.

The essential functions and/or tools used for this position can possibly be classified as a "safety-sensitive job" under the Unity Bill, which could affect the safety and health of the employee or others.

The noise level in the work environment is usually quiet.

SELECTION GUIDELINES

Formal application, rating of education and experience; oral interview and reference check; job related tests may be required.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Approval: _____ Approval: _____
Employee Personnel