



CITY OF WEBSTER CITY JOB BAND DESCRIPTION

POSITION: Police Department Dispatcher

JOB – BAND CLASSIFICATION: None
Union position, step scale established by CBA

Definition: Under direct supervision of the Chief and Communications Supervisor performs a variety of dispatching duties for emergency and non-emergency calls; dispatches police officers to calls for service; and operates a variety of communication equipment including radio, telephone, and computer systems.

Essential Functions:

Essential functions, as defined under the Americans with Disabilities Act, may include any of the following representative duties, knowledge, and skills. This is not a comprehensive listing of all functions and duties performed by incumbents of this class; employees may be assigned duties which are not listed below; reasonable accommodations will be made as required. The job description does not constitute an employment agreement and is subject to change at any time by the employer.

Essential duties and responsibilities may include, but are not limited to the following:

- Receive emergency and non-emergency calls for service; dispatch officers to calls for service.
- Determine nature and location of call; determine priority of calls and dispatch accordingly.
- Provide assistance, information and direction to non-emergency callers.
- Maintain awareness of unit's activities within the computer system; communicate with units via radio in accordance with Federal Communications Commission (FCC) regulations; maintain status and location of units on patrol.
- Input all pertinent radio transmissions into computer system.
- Respond to field personnel resource requests; dispatch necessary resources.
- Retrieve information from state, county and national computer networks regarding wanted persons, stolen property, vehicle registration, stolen vehicles and other related information; relay information to officers in the field.
- Maintain logs and records of all calls.

- Maintain confidentiality of work-related issues and City information.
- Respond to public inquiries in a courteous manner; provide information within the area of responsibility; resolve complaints in an efficient and timely manner.
- Maintain and update police records as required.
- Performs other duties of a similar nature or level as assigned.
- Required to report to assigned worksite as scheduled.

While these areas are the primary focus of the position, we believe strongly in teamwork and employees will be called upon to perform a variety of duties as a part of their role with the City.

Supervision Exercised: None

Required Competencies:

Includes, but not limited to, the following:

Customer Service: Good customer service skills, deals with public on a daily basis, must provide customer service on phone and at public service window at police department.

Cooperation: Willingness to cooperate with the entire city entity, outside agencies, and the general public.

Organizational Skills: General organization and prioritization of departmental operations and functions.

Decision Making Skills: Makes sound decisions within the function of the job.

Communications Skills: Adequate hearing and speech for effective oral, written, and other forms of communication in order to maintain effective working relationships with all contacts.

Confidentiality: All information dealt with by the police department is considered extremely sensitive and must be kept confidential.

Education, Experience & Technical Skills Required:

High school graduation or equivalent. Two years of work experience, where public contact via telephone, computer use and data entry were primary responsibilities desirable. Ability to complete Iowa – NCIC certification within six months of hire.

Clerical Skills: Must have the ability to use computers and fax machines, typing at rate to keep up with entering data accurately and timely and maintain filing systems.

Physical and Environmental Requirements:

Ability to sit for extended periods of time. Strength to push, pull, or lift up to 50 lbs. Vision sufficient to see in the normal range with or without correction; vision sufficient to read computer screens and printed documents. Hearing sufficient to hear verbal and phone conversations. Ability to work alone as well as in a group in a dispatch center

environment. Speaking ability sufficient to communicate effectively with other individuals in person, over a telephone, or radio.

FLSA/Wage Hour Status: Non-Exempt