

**CITY OF WHITEHALL, OHIO
CLASS SPECIFICATION**

CLASS TITLE: Communications Operator
WORKING TITLE: Police Dispatcher
DEPARTMENT: Division of Police
REPORTS TO: Administrative Sergeant

CLASSIFIED- C20
Union
FLSA STATUS: Eligible
DATE: 08/2011

JOB SUMMARY AND DISTINGUISHING FEATURES OF THE WORK:

The Communications Operator (Police Dispatcher) is a skilled emergency service position that receives emergency and non-emergency requests for police, fire and emergency medical service assistance, determines the nature and urgency of calls and initiates police or other emergency personnel action using a complex computer aided dispatch system. Maintains close contact with field units to monitor response and needed support requirements. The position requires a considerable degree of initiative and independent judgment within procedural boundaries in responding to emotionally, disturbed and sometimes aggressive individuals in a variety of situations. The Police Dispatcher is administratively assigned to the Administrative Services Bureau and operationally reports to the Shift Sergeant or the Officer-in-Charge. The Police Dispatcher is the primary link between the Police Officer and the citizens.

ESSENTIAL JOB FUNCTIONS:

Importance	Tasks
1	Answers the 9-1-1 emergency phones. Receives, and processes emergency and non-emergency calls for service.
2	Determines nature and location of emergency; prioritizes; dispatches emergency units as needed and in accordance with established procedures.
3	Maintains communication with assigned units.
4	Operates a variety of communications equipment including the Computer-Aided-Dispatching system and LEADS computer.
5	Answers Police business phones, assesses needs and directs assistance; receives and transmits messages.
6	Telephonically assists citizens, victims of crime, business representatives, other Police Agency representatives, local employees and officials, and employees from other Police agencies.
7	Accesses and enters sensitive data in local/state/national databases as necessary for investigative purposes.
8	Assists citizens, victims of crime, business representatives, other Police Agency representatives, local employees and officials, and employees from foreign city departments at the lobby window as the need arises.
9	Maintains the order, efficiency, sanctity, uniformity and integrity of Police Communications Command Center.
10	Monitors the Police building to ensure all of its doors, hallways, rooms, and jail remain secure.

IMPORTANT JOB FUNCTIONS:

Enters warrants into the computer system.

Verifies warrants.

Prepares reports as required.

Locates and furnishes streets, addresses, and phone numbers as requested.

Opens and closes building security doors by remote control.

Maintains LEADS security and integrity.

Maintains 9-1-1 security and integrity.

May assist in providing on-the-job training for Police Dispatchers and submit progress reports and evaluations on trainees.

All other duties as assigned by Supervision or as needed by the Officers.

MATERIAL AND EQUIPMENT USED:

Telephone	Headset	Specialized Communications Equipment
Computer	General Office Equipment	Division Specific Software
Microsoft Office Software		

MINIMUM QUALIFICATIONS REQUIRED:

Education and Experience:

U.S. citizen;

Valid State of Ohio driver's license;

At least 18 years of age on the date of hire;

High school diploma or GED certificate;

Computer literacy, with accurate typing (keyboarding) of at least 30 wpm;

Verifiable good character and ability to comply with the City's Substance Free Workplace requirements. Able to pass thorough background investigation;

Must successfully complete L.E.A.D.S. (Law Enforcement Automated Data Systems) training and maintain L.E.A.D.S. certification.

Must successfully complete C.C.H. (Computerized Criminal History) training and maintain certification.

Must successfully complete any certifications required by law.

Must have taken and passed a Civil Service Communication Operator/ Dispatchers examination.

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

Must acquire and maintain a working knowledge of Police contracts, rules and regulations, policies and procedures, and State and local laws and law enforcement terminology.

General computer usage including Microsoft applications. Must successfully complete specialized computer courses and maintain efficiency for Police computer programs.

Skill in:

Excellent organizational, public relations, decision-making, and communications skills.

Multi-tasking.

Observing situations analytically and objectively and relaying details accurately.

Operating a variety of communications equipment effectively.

Fluently reading, writing, speaking, understanding, and communicating in the English language.

Mental and Physical Abilities:

Ability to rapidly and accurately process calls and messages requiring the simultaneous coordination of mental, manual and visual activities.

Ability to read, comprehend and implement complex procedures, policies and published security protocols

Ability to speak clearly and concisely.

Ability to think clearly and act quickly and appropriately in emergency situations.

Ability to work rotating shift, weekends, off duty call in's, overtime and holidays as required in accordance with maintaining a fully operational 24-hour facility. Required to meet attendance schedule with dependability and consistency.

Ability to tolerate and work with irate citizens and victims of crime.

Ability to establish and maintain effective working relationships with others.

Demonstrate sensitivity to and respect for a diverse population and provide excellent customer service.

Visual acuity and color and depth perception to read, operate computer terminal, and monitor closed-circuit color security screens.

Ability to perform basic life operations of sitting for extended periods of time, talking, hearing, and repetitive motions with arms and hands.

Working Conditions:

Work is performed in busy command center with little exposure to outdoor temperatures. Noise is moderate and can frequently involve periods of escalated sound and activity. May observe such work-place abnormalities as violence, physical injuries, physical illness, human waste, human stench, and mental illness and its associated irregularities. Must maintain awareness of the possibility of unknowingly becoming exposed to communicable diseases and illnesses.

This class specification should not be interpreted as all inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.