

GENERAL ORDER

Subject: JOB DESCRIPTION		DISPATCHER		General Order Number 2006-07
Date of Issue 08/08/06	Effective Date 08/29/06	Rescinds 2003-10	Index Number A-9	

I. PURPOSE

The purpose of this General Order is to establish the conditions of employment, minimum qualifications and the principal duties and responsibilities for the position of Dispatcher for the Niles Police Department.

II. CONDITIONS OF EMPLOYMENT

This is a non-sworn *Union* position within the Police Department appointed by the Chief of Police. This position requires a wearing of the authorized dispatcher uniform while on regular duty, except in those incidents of special occasions or assignment where civilian attire is approved by a shift command officer, the Division Commander, or the Chief of Police. The salary and benefits for this position are provided for in the Police Department budget as specified in the union contract.

III. JOB SUMMARY

Under the direction of the Support Services Commander, immediate supervision of the Communications Supervisor, or in his/ her absence the Shift Lieutenant or, in his/her absence, the senior most officer acting in the capacity of Shift Commander.

V. QUALIFICATIONS AND EXPERIENCE REQUIREMENTS

- A. Must be 18 years of age or older.
- B. High school diploma or G.E.D. equivalency.

- C. Be able to type 30 wpm.
- D. Have practical computer experience.

VI. ESSENTIAL JOB FUNCTIONS

- A. Speak clearly and distinctly.
- B. Speak, read, and write in the English language.
- C. Communicate effectively with public at reception counter and on the telephone providing information and directions in response to requests or refer requests to appropriate agencies.
- D. Communicate effectively over public safety radio.
- E. Operate dispatch 911 communication center for extended periods of time.
- F. Conduct visual and audio surveillance of numerous security devices.
- G. Operate various office machines (telephone, intercom, computers, VCR, tape recorder, impaired hearing, FAX, typewriter, etc.)
- H. Maintain a calm and professional demeanor and obtain necessary information from excited or abusive citizens.
- I. Perform dispatch functions while working assigned shifts and unanticipated overtime.
- J. Read and comprehend rules, regulations, policies, and procedures for purposes of ensuring appropriate performance of dispatching and record keeping duties.
- K. Meet and maintain all departmental requirements for certifications and training.
- L. Dispatchers shall perform other related duties as may be required or assigned by supervisors.

VII. PRINCIPAL DUTIES AND RESPONSIBILITIES

- A. Provide information and telephone switchboard service.
- B. Receive complaints from citizens.

- C. Dispatch police, fire, and EMS on calls for service.
- D. Maintain dispatch files
 - 1. Business file.
 - 2. House check file.
 - 3. Warrant file.
 - 4. Computer file.
- E. Receive and process warrants.
- F. Maintain LEIN security access and assure appropriate disposition of LEIN traffic print-outs.
- G. Prepare and maintain the daily bulletin, home check log, towed vehicle log, alarm records, etc.
- H. Have responsibility for the searching of the files, the removing of material from the files, and the returning of material to the files during those times the Records Office is closed.
- I. Have the responsibility for the placing of warrants, and other reports and communications in the proper locations for distribution.
- J. Return or cause to be returned found property to owners who come to the complaint desk.
- K. Monitor all radio dispatches and check the accuracy of all radio messages.
- L. Dispatch without unnecessary delay, all messages.
- M. Monitor station security devices.
- N. Monitor incarcerated prisoners.
- O. Print complaint log book additions daily.
- P. Monitor use of cash register.
- Q. Process incoming alarms.
- R. Update master name file as data comes available.

VIII. SKILLS, KNOWLEDGE, AND ABILITIES

- A. Have considerable knowledge of department rules and regulations, and the police union contract.
- B. Have considerable knowledge of applicable Federal statutes, State laws, and local ordinances.
- C. Have working knowledge of geographic streets and important locations within the City limits.
- D. Have certification in First-Aid, CPR, AED, and possess reasonable knowledge of their application by law enforcement and emergency response personnel.
- E. Have certification in Emergency Medical Dispatch procedures.
- F. Have certification in LEIN operations
- G. Ability to answer several phones and radio requests in quick order.
- H. Ability to prioritize calls for service in their order of importance.
- I. Ability to assist officers in the searching of prisoners as necessary.
- J. Ability to properly complete various forms.
- K. Ability to index and file records.
- L. Have reasonable knowledge of liaison and cooperative arrangements that exist between the Niles Police Department and other allied agencies.

BY ORDER OF:

Chief of Police