

Riverview Police Department
Police and Fire
Communications Dispatcher

STATEMENT OF DUTIES:

The dispatcher assists at the police desk by receiving incoming telephone calls, prioritizing calls for service, and other duties assigned by the shift command officer or higher ranking command officer.

SUPERVISION:

Work is performed under the supervision of the shift command officer or higher ranking officer.

RESPONSIBILITIES AND DUTIES:

- To assist in receiving and greeting the general public in the police lobby. Answer citizen inquiries and request for general information. Dispatchers will not to offer any legal advice.
- Responsible for answering incoming telephone calls of both emergency and non emergency nature and responding appropriately to those calls.
- Uses a computer-aided dispatch system, receive emergency calls from the public requesting police, fire, medical or other emergency services.
- Determine the nature and location of the emergency; determine priorities, and dispatch police, fire ambulance or other emergency units as necessary and in accordance with established procedures.
- Receive and process 911 emergency calls, maintain contact with all units on assignment, maintain status and location of police and fire units. Monitor direct emergency alarms, answer non-emergency calls for assistance.
- Enter, update and retrieve information from a variety of computer systems. Receive requests for information regarding vehicle registration, driving records and warrants, and provide pertinent data via radio and or telephone.
- Monitor several complex public safety radio frequencies. Operate a variety of communications equipment, including radio consoles, telephones and computer systems.

- Communications Dispatchers perform a full range of radio and telephone operational duties in this 24-hour facility. Dispatchers are required to process and prioritize incoming calls for police, fire and EMS assistance.
- Provides the public with basic instructions to safeguard persons in hazardous conditions prior to arrival of trained fire and police personnel. Performs routine clerical work as required.
- Monitor prisoners held in the lock up facility and notifies the commanding officer in charge of any situations which may warrant intervention by an officer to maintain the safety and well-being of the inmate. Order prisoner meals from the specified vendor.
- Operate various pieces of office equipment such as a typewriter, computer equipment, copy machine, fax, telephone, cell phone, police radio's (portable, and console).
- Handles sensitive and or confidential information of a written or verbal nature.
- Performs other related duties as assigned

KNOWLEDGE, SKILLS, ABILITIES:

Knowledge of all city streets

Knowledge of personnel associated with police and fire

Ability to use tact, discretion, initiative and independent judgment within established guidelines.

Ability to work and make decisions in stressful conditions

Ability to type at a rate of 35 wpm.

Ability to exert up to 10 pounds of force occasionally or a negligible amount of force frequently to lift, carry, push, pull or otherwise move objects.

Duties are usually performed seated. Sitting may be relieved by brief or occasional periods of standing or walking.

Works in an office environment where there are little or no physical discomforts associated with changes in weather or discomforts associated with noise, dust dirt and the like.

This class specification should not be interpreted as all inclusive. It is intended to identify the essential functions and requirements of this job. The incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. This classification also may be subject to periodic change either by classification, equipment, and practices as deemed necessary by the employer.