

**CITY OF CONCORD
CLASS SPECIFICATION**

CLASS TITLE: POLICE DISPATCHER
DEPARTMENT: POLICE
REPORTS TO: POLICE DISPATCH SUPERVISOR

JOB CODE: 3023
DATE: 2/08

JOB SUMMARY:

Receives and dispatches emergency and routine calls for the city Police Department in order to protect life and property and secure the well-being of the citizens of the City of Concord. Answers calls in a timely, professional, and appropriate manner.

ESSENTIAL JOB FUNCTIONS:

Monitors officer safety, position, and progress on all calls for service, person checks, motor vehicle stops, and community policing projects; monitors all extra duty officers on detail and all Criminal Division personnel; monitors all parking control units and the Community Service Aid.

Receives and handles incoming telephone calls, including 911 calls, Crime-Line calls, Concord Hospital calls, state Hospital calls, and state Prison calls; answers non-emergency calls as needed; determines priority of calls and takes appropriate action.

Provides information for officers as needed; ensures that all calls for service are updated in IMC; ensures all computer files are updated for each call; ensures that hazardous calls and high priority calls are placed on the "hot sheet" for incoming roll call.

Ensures that members of the command staff are kept current on all calls of importance, such as burglaries, robberies, and all violent or substantial calls for service.

Makes outgoing calls to citizens, businesses, and other police and emergency service agencies to give or obtain information for officers, administration, and department members; ensures a constant and correct flow of information between all parties involved in incidents.

Monitors radio traffic of other agencies; transmits and receives information on two-way radio channels; provides information as requested or assistance as needed.

Maintains building security; regulates access to front lobby door; secures dispatch center door, rear garage walk-in doors, and garage bay doors; monitors audio intercom; ensures that no unauthorized access is gained; appraises supervisors of persons entering and exiting the building.

Monitors safety of officers and prisoners in the holding facilities, including the booking room and cells; uses audio and visual devices as necessary; monitors the safety of officers; monitors prisoner safety and security; monitors officers and juveniles in juvenile detention room.

Monitors exterior security of building and vehicles in police lot.

Answers calls from alarm companies and dispatches appropriate personnel.

Ensures that radio and other equipment in the dispatch center remain in working order; notifies responsible parties of any failures.

Provides officers, support personnel, and outside agencies with information from in-house computer and SPOTS computer; runs motor vehicle and criminal records on all arrested parties and forwards information to arresting officers; runs local checks for wants, warrants, and cautions on all suspects, suspicious persons, and calls for service.

Records information on in-house computer for all calls for service, including names, addresses, descriptions, locations of incidents, vehicle descriptions, lists of damaged or stolen property, descriptions of missing or wanted persons, times of arrest, and times of officer notification, arrival, and clearing of calls.

Retrieves information from in-house computer, including, roll call items, calls for service, warrant entries, restraining orders, trespass letters, motor vehicle citations, and other items.

Backs up computer tapes daily; changes printer paper and ribbon; troubleshoots the system.

Utilizes SPOTS computer to obtain motor vehicle, criminal history, stolen property, and missing persons records.

Enters motor vehicle, criminal history, stolen property, and missing person records into SPOTS computer.

Maintains written logs of all criminal histories, police wrecker requests, private tows, repossessions, lost and found animals, and found bicycles; records and researches information as necessary for officers and citizens; edits older information.

Utilizes SPOTS computer to obtain local, state, and federal agency phone numbers, addresses, fax numbers, and computer identifier numbers.

Assists with reception duties.

Reads, reviews, and comments on daily log, written e-mails, and updated directives from supervisors, command staff, and various city agencies and employees.

Performs other related duties as required.

MATERIAL AND EQUIPMENT USED:

Radio, Telephone, and Related Equipment	General Office Equipment
S.P.O.T.S. (Interstate) Computer System	Video Camera Monitors
Telephone and Radio Recording System	Electronic Door Systems
In-House Computer System and Printers	In-House Paging System (Intercom)
Intercom Speaker System	Crime Line Phone
Computer Mainframe and Back-Up Equipment	TTY Equipment
911 CAD	

MINIMUM QUALIFICATIONS REQUIRED:

Education and Experience:

High School Diploma or its recognized equivalent supplemented by class work in personal computers, electricity and electronics.

There is no experience requirement for this position. However, prior communications or public safety experience is desirable.

Must be able to work shift as assigned.

OR

Any combination of education, training and experience which provides the knowledge, skills and abilities required for the job.

Licenses and Certifications: (Depending on area of assignment)

Ability to obtain S.P.O.T.S. (State Police Computer System) Operator Certification.

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

The territory contained within the area, including but not limited to streets, major landmarks, apartment complexes, major business locations, and buildings.

Correct use of radio and telephone communications systems.

FCC requirements.

SPOTS computer system operation and guidelines.

RSA's and all state, local, federal and motor vehicle laws and regulations or ability to find same in a timely fashion.

Skill in:

Operating office equipment and typing.

Dealing effectively with a variety of people, including during an extreme emergency.

Mental and Physical Abilities to:

Read and understand written directions, text, numbers, and legal terminology.

Learn proper dispatch procedures, including analyzing incoming information to determine the level of resources required and the ability to prioritize calls.

Learn proper procedures for running vehicle registration, warrants, driver information, and article inquiries.

Learn to operate radio, telephone, and related equipment operations.

Perform multiple tasks concurrently.

Maintain a calm, measured demeanor during periods of extreme stress.

Assimilate information and respond quickly.

Handle a wide variety and large volume of emergency calls.

Establish effective professional working relationships with other Communications Operators, supervisors, Police Officers, the general public, ambulance company representatives, wrecker company representatives, fire service and EMS personnel, and members of other public safety agencies.

Hear, understand, and orally communicate detailed information accurately and completely.

Speak clearly and distinctly.

Remain calm in stressful situation and deal courteously, professionally, and firmly with callers who may be hysterical in order to obtain critical information.

Perform duties while sitting at a desk or table or while intermittently sitting, standing, or stooping.

Occasionally lift light objects.

Use tools or equipment requiring a high degree of dexterity.

Distinguish between shades of color.

See and read a computer screen and a variety of written materials, all of which require close vision abilities.

Employees must be able to reach and extend hands in any direction as well as handle, hold, grasp, turn, or otherwise work with hands.

Working Conditions:

Work is performed in an office.

The employee may be exposed to noise, machinery with moving parts, contagious or infectious disease, irritating chemicals, and possible electrical shock.

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.