

**COMMUNICATION DISPATCHER
CITY OF BLANCHARD, OK**

BARGAINING UNIT: None
DEPARTMENT: Police
DIVISION: 911 Communications
Revision Date: 1 May 2019

JOB CODE: 2111
GRADE: 12
CLASS CODE: 9221
FLSA: Non-Exempt

Job Summary:

This position is under close supervision and responsible for receiving emergency and non-emergency telephone calls for service, identifies and dispatches appropriate law enforcement, fire and emergency service units, and gathers and relays critical information; complies with Police and Fire Department policies and procedures to assure the safety of officers and the public.

Essential Job Functions: *The following duties ARE NOT intended to serve as a comprehensive list of all duties performed by all employees in this classification, only to provide a summary of the major duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.*

- Provides Public Safety Dispatch services for Police and Fire agencies; keeps track of a wide variety of law enforcement and emergency services resources, personnel, incidents and trends.
- Answers incoming emergency and non-emergency calls; interviews callers and gathers details; prioritizes calls for service and determines appropriate personnel to respond; dispatches emergency responders; relays pertinent information to law enforcement and emergency services officers in a concise, organized and understandable manner; maintains records and logs.
- Dispatches after-hours and weekend Public Works calls.
- Follows all Department policies and procedures to assure that officer and public safety is the top priority; contacts other law enforcement and emergency services agencies for additional information and resources as needed, and relays information regarding incidents.
- Provides detailed call information to officers as needed; maintains status and awareness of Police patrol unit locations; monitors message traffic and relays information to officers.
- Performs inquiries and criminal history checks for law enforcement personnel through OLETS; enters emergency assistance calls into the computer aided dispatch incident logs; inputs information into the OLETS and ODIS computer system.
- Enters data for warrants, subpoenas, records and reports; queries system databases as requested; collects statistical data and compiles data for reports; receives and sends information to and from other agencies.
- Conducts booking of new detainees; completes fingerprints, photos and booking forms; maintains the security of detainees; controls behavior and promotes acceptable attitude; transports detainees to jail and other law enforcement agencies.
- Provides information, instructions and assistance to the public within scope of authority.
- Participates in training seminars and skills tests.
- Monitors alarm panels; monitors video surveillance of lobby and back entrance.
- Performs other duties as assigned or required by the chief of police or the city manager.

Minimum Qualifications:

- Ability to read, write and perform mathematical calculations at a level commonly associated with the Completion of high school or equivalent.
- Sufficient experience to understand the basic principles relevant to the major duties of the position, usually associated with the completion of an apprenticeship/internship or having had a similar position for one to two (2) years.
- Ability to have high degree of multi-tasking required of the position.
- Ability to work different shifts, i.e., shift work, to include weekends and holidays as needed to maintain a twenty-four (24) hours per day, three-hundred and sixty-five (365) days per year operation.
- Possession of or ability to readily obtain APCO Basic Telecommunicator certification.
- Possession of or ability to readily obtain and maintain an Oklahoma Law Enforcement Telecommunications System certification.
- Possession of or ability to readily obtain FEMA based training on the National Incident Management System.

ADDITIONAL INFORMATION: KNOWLEDGE REQUIRED BY THE POSITION:

- Knowledge of relevant City, State, and Federal laws, regulations, and policies.
- Knowledge of modern office practices and procedures.
- Knowledge of Oklahoma Law Enforcement and Telecommunications System.
- Knowledge of EMS protocols for medical calls.
- Knowledge of computer operated dispatching systems.
- Knowledge of Federal Communications System regulations.
- Skill in the use of computers and various software programs.
- Skill in oral and written communication.
- Skill to remain current and informed of all policies and guidelines and demonstrate the appropriate application of same.
- Knowledge of technology systems utilized, i.e. multi-line 911 and non-emergency telephone systems, Computer Aided Dispatch (CAD) system, multi-line radio system, Geographical/Mapping Informational System (GIS), multi-radio channel/multi telephone line voice logging recording system, Automatic Vehicle Location (AVL) system, Records Management System (RMS), etc.
- Knowledge of the liability consequences (actual and perceived) relating to the public's expectation regarding standards of service and standards of care.

SUPERVISORY CONTROLS:

The Communications Supervisor assigns work in terms of general instructions. The Supervisor spot-checks completed work for compliance with procedures, accuracy and the nature and propriety of the final results.

GUIDELINES:

Guidelines include City, State, and Federal laws dealing with emergency communications and departmental policies and procedures, Public Safety Communications Center standard operating procedures, and NCIC regulations. These guidelines are generally clear and specific, but may require some interpretation in application.

COMPLEXITY:

The work consists of related communications duties. The need to respond quickly and professionally to life threatening situations contributes to the complexity of the position.

SCOPE AND EFFECT:

The purpose of this position is to process emergency and non-emergency telephone calls. Success in this position contributes to the efficiency of the operational response to emergency and law enforcement situations.

PERSONAL CONTACTS:

Contacts are typically with co-workers, other city personnel, emergency response providers, utility employees, and members of the general public.

PURPOSE OF CONTACTS:

Contacts are typically to give or exchange information, to resolve problems, to motivate or influence persons, and to provide services.

PHYSICAL DEMANDS:

The work is typically performed while sitting at a desk or while intermittently sitting, standing, walking, or stopping. The employee frequently lifts light and occasionally heavy objects and uses tools or equipment requiring a high degree of dexterity.

WORK ENVIRONMENT:

The work is typically performed in the Public Safety Communications Center located within the Blanchard Police Department. The employee may be exposed to loud noise.

SUPERVISORY AND MANAGEMENT RESPONSIBILITY:

None.

This job description does not constitute an employment agreement between the employer and employee. While this is intended to be an accurate reflection of the current job, management reserves the right to revise the job, or to require that other, or different tasks be performed when circumstances change [i.e. emergencies, changes in personnel or workload etc.]

I have received and understand the requirements, essential functions, and duties of this position.

ACKNOWLEDGEMENT:

Applicant Signature

Date