



DISPATCHER I

POLICE

DEFINITION

Under direction of the Dispatch Supervisor, receives and transmits all incoming emergency and non-emergency telephone and radio messages to appropriate public safety personnel.

ESSENTIAL JOB FUNCTIONS

- Receive emergency 911 and non-emergency telephone calls and dispatch appropriate public safety personnel.
- Maintain contact with subjects requesting assistance; provide instructions until responding units arrive at scene.
- Maintain current status of dispatched public safety personnel and maintain logs of calls and units dispatched.
- Provide dispatch services for city, county and state public safety agencies.
- Enter data provided by caller into the Computer Aided Dispatch System.
- Enter information and create reports in Records Management System.
- Monitor Police Division surveillance cameras.
- Maintain and update files, including but not limited to lost and found, dogs and cats, stolen and recovered bikes, warrants, criminal histories and protection orders.
- Screen walk-ins and phone calls of citizen's questions, inquiries and complaints; take reports and, when appropriate, refer individuals to proper personnel or agencies.
- Provide information to officers upon request.
- Perform various duties in the city jail including but not limited to inmate searches and jail checks.
- Relay information regarding hazardous weather watches and warnings to the public.
- Operate the National Law Enforcement Teletype System.
- Assist officers with jail bookings as needed.
- Search inmates as needed.
- Perform security checks on inmates.
- Order and serve meals to inmates.
- Assist in determining medical needs and prescriptions for inmates.
- Perform other duties as assigned.

JOB STANDARDS/SKILLS

- Possess working knowledge of computers and electronic data processing; telephone communication skills; proficient data entry skills.
- Ability to operate radio or telecommunications receiving and transmitting equipment and follow standard radio broadcasting procedures and rules.
- Ability to multi-task; do and listen to several things at once; receive and transmit radio and telephone communications; communicate effectively, both verbally and in writing; work under pressure, exercise good judgement and make sound decisions in emergency situations.
- Ability to read and understand the meaning and intent of written material.
- Ability to interact effectively with the public; establish and maintain effective working relationships with peers and supervisors.

- Ability to learn the geographic features and streets within the area served, read maps and find locations.
- Ability to operate tornado and Civil Defense sirens.
- Ability to work under stressful situations; maintain confidentiality.
- Possess or be able to obtain certification in teletype, jail management and CPR.
- Type at a speed necessary for successful job performance.
- Work various shifts as assigned, including weekends and holidays.

JOB LOCATION

Norfolk Police Station
202 North 7th Street

EQUIPMENT

Requires frequent use of computer, printer, telephone, radio equipment, teletype, scanner, fax machine, TDD phones, paging systems, alarm panel, copy machine, security cameras, shredder and general office equipment.

PHYSICAL DEMANDS

KEY:

- N = Never
- O = Occasionally
- F = Frequently
- A = Always

	N	O	F	A
LIFTING		X		
TRANSPORTING		X		
PUSHING		X		
PULLING		X		
CLIMBING		X		
BALANCING		X		
STOOPING			X	
KNEELING			X	
CROUCHING			X	
REACHING			X	
HANDLING			X	
PINCH/PICK			X	
FEELING			X	
TALKING				X
HEARING				X
NEAR ACUITY				
FAR ACUITY			X	
DEPTH PERCEPTION			X	
COLOR VISION				
FIELD OF VISION			X	
TASTING/SMELLING		X		

ENVIRONMENTAL CONDITIONS

	N	O	F	A
EXPOSURE TO WEATHER	X			
EXTREME COLD	X			
EXTREME HEAT	X			
WET AND/OR HUMID	X			
NOISE INTENSITY LEVEL			X	
VIBRATION	X			
ATMOSPHERIC CONDITIONS	X			
MOVING MECHANICAL PARTS	X			
ELECTRIC SHOCK	X			
HIGH EXPOSED PLACES	X			
RADIATION	X			
EXPLOSIVES	X			
TOXIC/CAUSTIC CHEMICALS	X			

POSITION:

STANDING: 15%
WALKING: 15%
SITTING: 70%

CONTROLS:

HAND-ARM: 75%
FOOT-LEG: 25%

STRENGTH LEVEL: 15-25 pounds