



DISPATCHER

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

- Receives emergency 911 and non-emergency telephone calls and dispatches appropriate public safety personnel;
- Maintains contact with subjects requesting medical assistance; provide instructions until responding unit arrives at scene;
- Maintains current status of dispatched public safety personnel and maintains logs of calls and units dispatched;
- Provides dispatch services for city, county and state public safety agencies;
- Enters data provided by caller into the Computer Aided Dispatch System;
- Enters information and creates reports in Records Management System;
- Monitors Police Division surveillance cameras;
- Screens walk-ins and phone calls; provides requested information in a variety of situations; makes referrals to proper officials;
- Maintains and updates files, including lost and found, dogs and cats, stolen and recovered bikes, warrants, criminal histories and protection orders;
- Responds to citizen's questions, inquiries and complaints; takes reports and when appropriate refers individuals to proper personnel or agencies;
- Responds to officer requests for information;
- Performs jail checks;
- Admits and releases prisoners;
- Relays information regarding hazardous weather watches and warnings to the public;
- Operates the National Law Enforcement Teletype System;
- Performs 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, EMD, 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, typewriter; scanner, fax machine, TDD phones, paging systems, alarm panel, copy machine, 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	
FINGERING			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