

## **CITY OF ROCKDALE**

### **POSITION/JOB TITLE: TELECOMMUNICATOR/DISPATCHER**

Date Posted: 8-16-13

Date Removed: \_\_\_\_\_

Salary: \$14.43 Hrly or Commensurate With Experience

Brief Description of Job: Receive calls and dispatch for 911, Police, emergency calls and non-emergency calls for inner-city, communicate with on duty emergency units and police. Shift work based on 40 hours per week, including days, evenings, nights, weekends, holidays, possibly required to work overtime, possible call in during emergency situations.

The City of Rockdale is an Equal Employment Opportunity/Affirmative Action Employer.

#### **ESSENTIAL FUNCTIONS:**

Answer calls and dispatch units to emergencies; determine if emergency or non-emergency and extent and type of assistance needed; log calls; use two computer monitors (one is a data base to obtain and/or enter information, the other is to access State/Federal databases); dispatch appropriate units, and track unit locations; refer calls to other agencies or departments as needed; maintain communication, concentration, and sound judgment in life threatening or crisis situation, or when callers are irate, verbally abusive, hysterical, or minimally communicative; handle multiple calls simultaneously; make split second decisions based on analysis of information and knowledge of emergency procedures. Maintain contact with on duty police officers. Must deal tactfully and effectively, while maintaining a professional and authoritative manner, with the general public.

Perform miscellaneous duties: Follow oral and written instructions, compile records and police statistics, accurately type reports when required, look up information in files or on computer, handle emergency and non-emergency city calls after normal business hours; complete logs and other records. Receive and record payment of fines and other monies received in the Police Department. Operate electronic unlock mechanism to admit police department members and visitors into office area. Maintain proper light housekeeping and organization in dispatch office and kitchen area.

Monitor and record booking procedures in booking room and prisoners in holding facility via a closed circuit camera system; notify an officer if there is a problem in booking room or holding facility; order prisoner meals and inform officer on duty that meal has been ordered; operate electric unlock mechanism to admit officer and prisoner into booking room; may be required, at officer's discretion, to search same gender prisoners for weapons prior to prisoner being placed in holding facility. Assist officer on duty monitoring juveniles until released to parents. Other duties as assigned.

**Physical Demand:**

Overall strength demand: sedentary

Sitting: Most of the work day; with some standing or walking.

Hearing/talking: Primary aspect of job; to take and dispatch calls; auditory discrimination helpful in identifying fire, EMS or police units in emergency situations. Ability to speak in a clear, well modulated voice during emergency situations.

Fine Dexterity: To use a computer keyboard & typewriter.

Handling: To use telephone, radio and files.

Reaching: Farthest radio console controls are approximately 24".

Walking: To and from file cabinets, equipment and office machines, etc.; short distance on carpet and/or tile.

**MACHINES, TOOLS, EQUIPMENT AND WORK AIDS:**

Radio console; radio; computers; printers; telephones; calculator; 911 console and recording system; fax machine; copy machine.

**ENVIRONMENTAL FACTORS:** Working inside a building.

**PROTECTIVE EQUIPMENT REQUIRED:** None

**NON-PHYSICAL DEMANDS:**

Frequently-time pressures, noisy/distracting environment, multiple tasks performed simultaneously, emergency situations, tedious exacting work, working closely with others as part of a team, irregular schedule/overtime, varying periods of idle time interspersed with emergencies requiring intense concentration.

**JOB REQUIREMENTS:**

**Formal Education:** Graduation from high school or equivalent (GED), one year experience involving contact with the public. (Other experience may be substituted at the discretion of the Chief of Police and Personnel Director.)

**Experience:** General office & computer experience; Dispatching experience preferred.

**Other Requirements:** 40 hour training in telecommunications provided by employer; must be able to pass drug screen. Bilingual a plus, but not a requirement.

**SKILLS:**

**Reading:** Read manuals for chemical emergencies; data systems from computer; instruction manuals for equipment used. Basic reading proficiency necessary.

**Writing:** Write log of all calls; describe emergency situations, record information clearly and accurately.

**Math:** High School level, capable of counting money and making change.

**Reasoning:** Ability to determine in potentially life-threatening circumstances; nature of emergency; appropriate, immediate response to situations; appropriate units to dispatch; appropriate agencies to call in; nature of additional information needed. Ability to learn, with considerable accuracy, police communication codes and radio signals.

**Interpersonal:** Excellent verbal communication; ability to maintain composure with difficult, irate, hysterical, or non-communicative individuals, take information quickly, give instructions or dispatch units quickly and accurately. Ability to establish and maintain effective working relationships with fellow employees and external agencies.

## ACKNOWLEDGEMENT FOR TELECOMMUNICATOR/DISPATCHER

I have read the attached Job Description for the position of Telecommunicator/Dispatcher and acknowledge the acceptance of the position as described. I understand that it will involve a 90 day probation period, followed by a 6 month orientation period.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date