CITY OF TEGA CAY, SOUTH CAROLINA
JOB DESCRIPTION

JOB TITLE: DISPATCHER
POLICE DEPARTMENT

GENERAL STATEMENT OF JOB

Under general supervision, receives and processes requests for law enforcement, Emergency Medical Services, and Fire, dispatching same to appropriate personnel for response to requests, ensuring calls are handled in a professional and timely manner. Acquires and maintains 911 Operator certification. Works under time sensitive, stressful conditions. Reports to the Dispatch Manager.

SPECIFIC DUTIES AND RESPONSIBILITIES

ESSENTIAL JOB FUNCTIONS

The list of essential functions, as outlined herein, is intended to be representative of the tasks performed within this position title. The omission of an essential function does not preclude management from assigning duties not listed herein if such functions are a logical assignment to the position.

Receives and dispatches telephone and radio calls for emergency and non-emergency situations; receives requests/complaints from the public, determining when to assist complainant verbally or dispatch appropriate unit(s); notifies supervisors and/or special emergency teams concerning serious calls; determines appropriate division needed for assistance and dispatches calls to same; dispatches wreckers when needed; maintains records of calls received/dispatched; communicates with other agencies.

Operates a multi-line telephone console system.

Remains aware of the location/status of Law Enforcement Officers, EMS units, and Fire Department units at all times.

Obtains information through the National Crime Information Center (NCIC) computer terminal for Officers regarding stolen vehicles, weapons, articles, and missing persons; and obtains vehicle information from the Department of Motor Vehicles (DMV), such as driver's license and automobile records; checks warrants on suspects.

Reads incoming teletypes for messages pertaining to the department; sends teletypes as requested; utilizes teletype system to check on license plate numbers, missing persons, etc.; communicates with outside agencies.

Maintains dispatch center cleanliness and orderliness. Maintains supplies required in the communications center.

Monitors alarm panels - fire and burglar alarms, security cameras. Prioritizes calls according to urgency and importance.

Operates and maintains various types of equipment such as computers, cameras, alarm systems, vehicles, telephone systems, doors, computers including Live Scan, NCIC teletype system, communications equipment, printers, video monitors, etc.
Dispatcher

Receives reviews and/or prepares various records and reports such as 911 messages, NCIC messages, orders, warrants, daily radio logs, complaints, juvenile releases, photographs, bookings, wrecker logs, receipts, incident reports, etc.

Assists in the training of new dispatching employees.

Performs general office duties such as filing, preparing copies, etc.

Essential Safety Functions

It is the responsibility of each employee to comply with established policies, procedures and safe work practices. Each employee must follow safety training and instructions provided by their supervisor. Each employee must also properly wear and maintain all personal protective equipment required for their job. Finally, each employee must immediately report any unsafe work practices or unsafe conditions as well as any on-the-job injury or illnesses.

Additional Job Functions

Performs other related duties as required.

Minimum Training and Experience

High school graduate and minimum age 21, good physical condition; must have vision correctable to 20/20; good character and reputation; possession of a valid South Carolina driver’s license. One to two years of experience preferred. Communications School Certification and NCIC Certification preferred.

Additional minimum requirements: Requires a comprehensive background investigation to include a local, state and federal criminal history; sex offender registry and credit check. Requires satisfactory results from a medical, psychological evaluation and pre-employment substance abuse testing and is subject to random alcohol and controlled substance testing.

Minimum Qualifications or Standards Required to Perform Essential Job Functions

Physical Requirements: Must be physically able to operate video equipment, an alarm panel and a variety of automated office machines which includes a computer, calculator, telephone, fax, etc. Must be able to exert up to twenty pounds of force occasionally, and/or up to ten pounds of force frequently, and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects. Light work usually requires walking or standing to a significant degree. Must be able to lift and/or carry weights often to forty pounds.

Data Conception: Requires the ability to compare and/or judge the readily observable, functional, structural, or compositional characteristics (whether similar to or divergent from obvious standards) of data, people or things.

Interpersonal Communication: Requires the ability of speaking and/or signaling people to convey or exchange information. Includes giving assignments and/or directions to subordinates. Includes receiving assignments and/or directions from supervisors.

Language Ability: Requires the ability to read a variety of informational documents, checks, money orders, warrants, etc. Requires the ability to prepare business letters, logs, complaints, various reports, and photographs, using prescribed format and conforming to all rules of punctuation, grammar, diction and style. Requires the ability to translate information into appropriate 10-codes and disseminate.

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dispatcher

Intelligence: Requires the ability to apply principles of rational systems to solve practical problems and deal with a variety of concrete variables; to interpret a variety of instructions furnished in written, oral, diagrammatic, or schedule form.

Verbal Aptitude: Requires the ability to record and deliver information, to explain procedures, to follow oral and written instructions. Must be able to communicate effectively and efficiently in a variety of technical and/or professional languages including Medical and Legal terminology.

Numerical Aptitude: Requires the ability to add and subtract totals and to multiply and divide.

Form/Spatial Aptitude: Requires the ability to inspect items for proper length, width and shape.

Manual Dexterity: Requires the ability to handle a variety of items, office equipment, control knobs, switches, etc. Must have minimal levels of eye/hand/foot coordination.

Color Discrimination and Visual Acuity: Requires the ability to differentiate colors and shades of color; requires the visual acuity to determine depth perception, night vision, peripheral vision, inspection for small parts; preparing and analyzing written or computer data, etc.

Interpersonal Temperament: Requires the ability to deal with people beyond giving and receiving instructions. The worker needs to relate to people in situations involving more than giving or receiving instructions. Must be adaptable to performing under minimal levels of stress when confronted with an emergency. Must work as a team and be alert at all times.

Physical Communication: Requires the ability to talk and/or hear: (talking: expressing or exchanging ideas by means of spoken words; hearing - perceiving nature of sounds by ear).

Environmental Factors: Essential functions are regularly performed without exposure to adverse environmental conditions.

PERFORMANCE INDICATORS

Knowledge of Job: Has thorough knowledge of the methods, policies, and procedures of the Police Department as they pertain to the performance of duties of the Dispatcher. Has thorough knowledge of the policies, procedures, and activities of the department. Has knowledge of departmental rules and regulations regarding the use of radio equipment and maintaining contact with officers and various agencies depending on department for assistance. Has thorough knowledge of the organization of the Public Safety Department and of related cooperating law enforcement agencies. Has knowledge of the layout of the City roads and of the locations of various neighborhoods. Is able to communicate via radio equipment in a clear and concise manner. Is able to transmit accurate information. Is able to take accurate information when dealing with people who are upset, afraid, etc. Has knowledge of policies and procedures to be followed during emergencies, e.g., escapes, fires, riots, etc., and appropriate contacts in the chain of command. Has thorough knowledge of the organization of the Jail as knowledge of what specific information and which specific reports must be obtained and completed during all phases of confinement, from initial booking through release of detainees. Has knowledge of how to perform inspections and prepare analyses, records, and reports concerning such inspections. Is able to use independent judgment in routine and non-routine situations, which require full attention and possible corrective actions. Is able to take the initiative to complete the duties of the position without the need of direct supervision. Is skilled in applying a responsible attention to detail as necessary in reviewing and preparing required reports and records. Is skilled in basic arithmetic, operation of communications and office equipment, and basic first-a-d. Has knowledge of the National Incident Management System.

Quality of Work: Maintains high standards of accuracy in exercising duties and responsibilities. Exercises immediate remedial action to correct any quality deficiencies that occur in areas of responsibility. Maintains
high quality communication and interface with all City departments and divisions, co-workers and customers, and the general public.

**Quantity of Work:** Maintains effective and efficient output of all duties and responsibilities as described under "Specific Duties and Responsibilities."

**Dependability:** Assumes responsibility for doing assigned work and for meeting deadlines. Completes assigned work on or before deadlines in accordance with directives, City policy, standards and prescribed procedures. Accepts accountability for meeting assigned responsibilities in the technical, human and conceptual areas.

**Attendance:** Attends work regularly and on time with a minimum of tardiness and absences and adheres to City policies and procedures regarding absences and tardiness. Provides adequate notice to higher management with respect to vacation time and time-off requests.

**Initiative and Enthusiasm:** Maintains an enthusiastic, self-reliant and self-starting approach to meet job responsibilities and accountabilities. Strives to anticipate work to be done and initiates proper and acceptable direction for the completion of work with a minimum of supervision and instruction.

**Judgment:** Exercises analytical judgments in areas of responsibility. Identifies problems or situations as they occur and specifies decision objectives. Identifies or assists in identifying alternative solutions to problems or situations. Implements decisions in accordance with prescribed and effective policies and procedures and with a minimum of errors. Seeks expert or experienced advice and researches problems, situations and alternatives before exercising judgment.

**Cooperation:** Accepts supervisory instruction and direction and strives to meet the goals and objectives of same. Questions such instruction and direction when clarification of results or consequences are justified, i.e., poor communications, variance with City policy or procedures, etc. Offers suggestions and recommendations to encourage and improve cooperation between all staff persons and departments within City.

**Relationships with Others:** Shares knowledge with managers, supervisors and staff for mutual and City benefit. Contributes to maintaining high morale among all City employees. Develops and maintains cooperative and courteous relationships with department employees, staffers and managers in other departments, representatives from organizations, customers, and the general public so as to maintain good will toward City and to project a good image. Tactfully and effectively handles requests, suggestions and complaints from other departments and persons in order to maintain good will within City. Emphasizes the importance of maintaining a positive image within City. Interfaces effectively with higher management, professionals, customers, and the general public.

**Coordination of Work:** Plans and organizes daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology. Avoids duplication of effort. Estimates expected time of completion of elements of work and establishes a personal schedule accordingly. Attends meetings, planning sessions and discussions on time. Implements work activity in accordance with priorities and estimated schedules. Maintains a calendar for meetings, deadlines and events.

**Safety and Housekeeping:** Adheres to all safety and housekeeping standards established by City and various regulatory agencies. Sees that the standards are not violated. Maintains a clean and orderly workplace.

**DISCLAIMER:** This job description is not an employment agreement or contract. Management has the exclusive right to alter this job description at any time without notice.