

DISPATCHER

GENERAL DESCRIPTION: This employee is responsible for receiving and transmitting messages by radio, telephone and other electronic methods to the Police Department and Fire Department and other agencies or personnel. The employee is under the immediate supervision of the Platoon Police Sergeant and the general supervision of the Administrative Major. The employee receives somewhat general instructions for the work to be performed, but most aspects of the work are guided by specific operating standards or procedures.

ESSENTIAL FUNCTIONS OF THE JOB:

- Receives and transmits routine and emergency messages via radio, telephone and other means for the police department, fire department, street department, wastewater department, water department, and other agencies or personnel;
- Maintains an electronic log on computer of all radio traffic, including but not limited to, all traffic stops, arrests, license and auto registration checks, response times on police and fire calls, complaints, etc;
- Operates E-911 dispatch system, TIBRS, and NCIC computer;
- Provides assistance to persons with complaints or requests;
- Operates police computer equipment;
- Provides general clerical support such as making copies, computer entry, completion of complaint cards, etc;
- Performs related work as assigned.

REQUIRED KNOWLEDGE AND ABILITIES: Must have a knowledge of the rules and regulations of the Federal Communication Commission pertaining to transmitting and receiving messages by radio; must have a thorough knowledge of the operation of radio transmitting and receiving equipment, E-911 equipment, NCIC and TIBRS computer system and other equipment generally used in an emergency dispatch operation; some knowledge of the ordinances of the Town and laws of the State of Tennessee; knowledge of modern office practices, procedures and equipment; ability to understand and follow oral and written instructions, including department policies and procedures; ability to establish and maintain an effective working relationship with the public and other employees; ability to react quickly and calmly in emergency situations, and follow proper policies and procedures.

ACCEPTABLE EXPERIENCE AND TRAINING: Must possess a high school diploma or GED; must become certified in NCIC and TIBRS; two years experience in communications or call-taking; or any combination of training and experience that provides the necessary knowledge and skills to perform tasks efficiently.

OTHER REQUISITES: from time to time the incumbent may be assigned special duties by a superior or, on a temporary basis, may be asked to assign other employees occupying a different position. Employees in this class will be required to work a rotating shift that includes weekends and holidays, and may be required to work overtime or be in an on-call status from time to time. This job description should not be construed as an all inclusive statement of every task required of this position, but as a fair representation of the great majority of work. Every effort will be made in advance to inform the incumbent of the temporary additional assignment, which under no circumstances are intended to constitute a demotion.

ADA REQUIREMENTS:

Physical Requirements: Tasks are essentially sedentary, with occasional walking, bending, light lifting, or other restricted physical activities. However, some tasks may require some physical effort, i.e. some standing and walking, or frequent light lifting (5-10 lbs.); or minimal dexterity in the use of fingers, limbs, or body in the operation of shop or office equipment. Tasks may involve extended periods of time at keyboard.

Environmental Requirements: Task is regularly performed without exposure to adverse environmental conditions.

Sensory Requirements: Task requires visual perception and discrimination. Task requires oral communications ability. Task requires sound perception and discrimination.

Attitude: Employees will be expected to act in a manner that would convey a congenial work environment – avoiding anger, violence, belligerence, harassment, controversy, nonchalance, or any other reasonable activity considered by management to be counterproductive.

Reasonable Accommodation(s): Reasonable accommodation(s) if needed will be provided for the employee to perform the required job with adequate strength, dexterity, coordination and visual acuity and in a manner that does not pose a direct threat to the health or safety of the employee or others in the workplace.

Classification: 10
Non-Exempt
April 12, 2010