

CITY OF MONROE

An Equal Opportunity Employer

JOB DESCRIPTION

Job Title: Dispatcher I & II

Shift: Eight (8) hour rotating shifts

FLSA Status: Non-Exempt

Employment: Full-time

Civil Service Status: Classified

Department: Police

Reports To: Chief of Police

JOB RESPONSIBILITIES:

Performs a variety of dispatching duties including answering telephone calls from citizens, responding to questions or inquiries from the public, handling 911 emergency calls, and dispatching police, fire, and EMS; keeps a radio log of calls dispatched, when dispatched, en route, on scene, and clear; makes telephone calls for police and fire resource assistance; starts the record on calls for service by placing in the computer aided dispatch system, RIMS; makes inquiries into LEADS for information requested by officers; maintains knowledge of the geographic area of Monroe and Lemon Township.

QUALIFICATIONS: An example of acceptable qualifications:

Completion of a secondary education or equivalent; must pass and maintain certification in the Ohio Law Enforcement Automated Data System.

ESSENTIAL FUNCTIONS OF THE POSITION: For purposes of 42 USC 12101:

1. Answers telephone and maintains good telephone etiquette.
2. Maintains police records of calls for service and criminal reports.
3. Uses public safety radio to dispatch police, fire, and EMS; uses computer aided dispatch to state the record of calls.
4. Answers 911 incoming calls.
5. Handles high intensity calls and remains calm in stressful situations.
6. Watches camera monitors intermittently during shift.
7. Views GPS police cruiser locator during shift.
8. Maintains a good working relationship with police, fire, and EMS personnel; communicates with other agencies when necessary.
9. Greets public walk-ins in a friendly helpful manner.

Developed by:
William J. Brock
City Manager
City of Monroe, Ohio

Date Adopted:10/14/10

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10. Maintains required licenses and certificates.

11. Demonstrates regular and predictable attendance.

OTHER DUTIES AND RESPONSIBILITIES:

12. Performs other duties as assigned by the Chief of Police or Designee.

MINIMUM ACCEPTABLE CHARACTERISTICS:

Knowledge of: Department of police goals and objectives; department of police policies and procedures; safety practices and procedures; public relations; records management; geographic layout of jurisdiction; computer programs, and general office practices.

Skill in: use of modern office equipment; computer operation; public safety radios.

Ability to: deal with many variables and determine specific action; recognize unusual or threatening conditions and take appropriate action; define problems, collect data, establish facts, and draw valid conclusions; exercise independent judgment and discretion; prepare accurate documentation; complete routine forms; compile and prepare reports; respond to routine inquiries from public and/or officials; maintain effective working relationships; maintain records according to established procedures; deal with the News Media as situations arise; communicate with the citizens and personnel being dispatched to calls for service.

EQUIPMENT OPERATED: The following are examples and not intended to be all-inclusive.

Police and fire radios with State of Ohio Law Enforcement Automated Data System; general office equipment including computers, printers, fax machines, copy machines, telephones, and camera monitors.

POSITIONS SUPERVISED:

None

LICENSURE OR CERTIFICATION REQUIREMENTS:

Valid Ohio driver's license; Ohio Law Enforcement Automated Data System Certification, Notary Public.

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This position description in no manner states or implies that these are the only duties and responsibilities to be performed by the position incumbent. Further, job descriptions may be amended from time to time by the City Manager with or without notice or approval of the employee.

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