

JOB DESCRIPTION

IDENTIFICATION

Job Title: Dispatcher

Department: Police

Job Analysis conducted: May, 1994

RELATIONSHIPS

Reports to: Division Captain

Subordinate staff: NONE

Other internal contacts: Other Police Department Personnel

External contacts: Public Works Department; Russell Security; County Sheriffs Department; Railroad; Highway Department; Alabama Bureau of Investigation; Department of Public Safety, and of Human Resources; ABC; Forensics; Federal Agencies Including NCIC, Department of Transportation; FAA; Poison Control.

JOB SUMMARY

Under the direction of the Communication Commander, the dispatcher is responsible for receiving and dispatching calls for service utilizing the telephone and radio systems. Performs records maintenance and data processing related to the position. Female dispatcher may act as jail matron.

JOB DOMAINS

A. Law Enforcement Communication (70%). Receives and analyzes the type of complaint and dispatches a police, fire or EMS unit to the location of the complaint Exchanges information with other law enforcement agencies, fire department, and medical units. Communicates with victims and determines location and directions as needed. Acts as an information and referral service agency for the public. Monitors locations of officers at all times. Monitors alarm systems located in the police department. Logs repossessions, house watches, wrecker service, and death signs. Monitors teletype, fax machine, and TDD machine. Maintains daily log of all calls received. Maintains written arrest log. Acts as an emergency contact for public utilities at night and on weekends. Monitors television cameras for jail.

JOB DOMAINS

B. Fire and Medical Calls (5%). Determines type of fire such as house, car, forest etc. Determines hazards from fire, be they environmental or other. Determines type of medical problems and injuries. Gives appropriate instructions to the callers.

C. Data Processing and File Management (20%). Enters requests for registration, licenses, driving and criminal histories. Enters records of stolen property, and wanted and missing persons in NCIC. Sends administrative messages through NCIC. Performs computer checks on tags, drivers licenses, wanted persons, missing persons and property. Enters pawn tickets, accident reports, and incident reports. Enters arrest reports, and traffic citations. Documents and contacts wreckers and completes alarm logs. Types and files court decisions on master arrest cards. Files state identification cards and current warrants. Copies and files reports entered in NCIC. Copies accident and incident reports for the public. Collects fines for tickets and arrests. Assists during court for fine collection, and in clerk's office as needed.

D. Jail Matron (5%). Performs female searches.

JOB SPECIFICATIONS

Qualifications

Knowledge. Skills. and Abilities. Knowledge of English language. Knowledge of resources available for emergency situations. Knowledge of law enforcement and procedures. Knowledge of NCIC/ADJIS terminal and teletype operations. Knowledge of two way radio operations. Knowledge of geographical layout of the city. Ability to file. Ability to communicate with public and officers. Writing skills to maintain logs, reports, and convey messages. Math skills to compute mileage, time periods, and dates. Reading skills to understand records, logs, incidents, and arrest reports. Ability to handle stressful situations. Ability to read maps. Ability to maintain records and use computers. Ability to monitor several radios and comprehend conversations. Dexterity to type, write, and file.

Other Characteristics. High school diploma with courses in math, English, typing, bookkeeping, and shorthand. Must be certified in NCIC, CPR, Basic telecommunications, and medical emergency dispatching.

Work Environment. Office conditions, outdoor conditions.

NOTE

Statements included in this description are intended to be representative of the duties and responsibilities of this job and are not to be interpreted as being all inclusive. The employee may be assigned other duties that are not specifically included.

Contact for Recruiting

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