

**CITY OF BAY VILLAGE
POSITION DESCRIPTION
Police Dispatcher**

Title: Police Dispatcher
Department: Police Department
Reports to: Patrol Lieutenant
Status of Position: Non-exempt
Bargaining Unit: Non-Bargaining
Civil Service: Full time: Yes
Part time:

SUMMARY OF MAJOR DUTIES

Under general supervision of the Patrol Lieutenant or Officer in Charge (“OIC”), the Dispatcher is responsible for all dispatching functions for the Bay Village Police Department (“Police Department:”). Responsibilities include coordinating communications between patrol officers, police supervisors, the public, and other emergency service agencies. Responsibilities also include answering all incoming calls on emergency and non-emergency lines and handling the calls in an appropriate and efficient manner, all radio dispatching functions, handling of persons who come to the Police Department for assistance and documenting the activities of the Police Department. This position is also responsible for monitoring jail operations. This position requires proficiency in the use of the National Crime Information Center (NCIC), the Law Enforcement Automated Data System (LEADS), Computerized Criminal History (CCH), the Ohio Law Enforcement Gateway (OHLEG), as well as other external databases and internal databases and software. Responsible for the completion of reports and other duties as assigned.

SUMMARY OF REQUIRED QUALIFICATIONS

This position requires a high school diploma or equivalent. The age requirement for this position is twenty-one (21) years of age or older. A valid State of Ohio driver’s license is required. This position requires a strong service orientation and a demonstration of strong written and verbal skills. The ability to handle stressful situations appropriately and handle multiple tasks at once is required. This position requires the successful completion of interviews, required assessments, physical, polygraph, and psychological examinations. The successful completion of a comprehensive criminal background check is required. Must be able to pass and maintain required training and certifications, to include but not limited to NCIC, LEADS, CCH, Emergency Medical Dispatch, CPR/AED and Notary Public. For this position, prior experience in public safety dispatching or law enforcement strongly preferred.

SUMMARY OF EQUIPMENT USED

This position requires the full range operation of the Police Department's office and communication equipment, including computer-aided dispatch ("CAD") system, radio consoles, telephones, computer systems and copier/printers/faxes. Must be able to operate audio/visual equipment and security access systems.

SUMMARY OF WORK ENVIRONMENT

The Police Dispatcher performs work in all areas of the Police Department. May require working within the jail area. Requires ability to sit for long periods of time and complete repetitive tasks. The noise level in the work environment varies from shift to shift, and is usually at a moderate to loud level. Work is subject to varying and unpredictable situations as it requires handling of emergency or crisis situations. The work is also subject to many interruptions and pressure due to multiple calls and inquires. It requires judgment and action in life threatening situations.

ESSENTIAL DUTIES AND TASKS

<u>Duty</u>	<u>Percentage of Time Spent on Duty</u>
<i>Dispatch</i>	<i>80-85%</i>

PHONES

- Receive emergency calls from the public requesting police, fire, medical or other emergency services. Determine the nature and location of the emergency and gather all necessary information to transmit or relay; determine priorities, and dispatch police, or transfer call to the other emergency units as necessary and in accordance with established procedures;
- Receive, transfer, and process 911 emergency calls to the Westshore Central Dispatch Center ("Westcom") or other law enforcement agencies as required;
- Answer questions, provide general assistance and take messages or transfer calls as needed;
- Provides the public with basic instructions to safeguard persons in hazardous conditions prior to the arrival of trained first responders;
- Ability to use the phone system to transfer, make, answer, create conference or 3-way calling, whether it be in house, to other city employees or outside of the network;
- Ability to operate the Telecommunication Device for the Deaf (TDD) machine and conduct monthly checks

RADIO COMMUNICATIONS

- Monitor radio traffic, broadcast essential information to responding personnel and coordinate dispatching of emergency police, fire and other public safety agencies by receiving and transmitting radio calls in emergency and routine situations
- Dispatches City emergency forces and/or other resource agencies, in accordance with prescribed procedures
- Maintain contact with police units and monitor status and location of all units
- Receive requests for information regarding vehicle registration, driving records and warrants, and provides pertinent data in a timely manner
- Monitor several complex public safety radio frequencies
- Monitor and answer the Bay Schools' MARCS radio

COMPUTER USE

- Utilize the NCIC/LEADS/OHLEG/CCH, CAD/RMS systems to search, enter, locate, elicit and provide information as needed and as requested by members of the police department according to all laws, guidelines, rules, policies and procedures
- Document all activity of the police department in the CAD (computer aided dispatch) and RMS (records management system), including but not limited to, maintaining accurate and detailed logs of radio and telephone communications, location of personnel and equipment, as required
- Utilize the Internet and other computer software programs as required

FRONT WINDOW

- Maintain building security by controlling unauthorized access and monitor surveillance cameras
- Assist individuals who walk up to the window. Know when a report is needed, when a person needs to speak with an officer, or when a general question or problem can be resolved
- Release property and accept found property according to procedure. Know how to handle items turned into the Police Department.
- Distribute receipts, citations, tow/impound forms and statement forms and other documents left by officers to be picked up by citizens
- Accept cash for payments of fines, permits, parking tickets and accept cash or bond for bail.
- Note any police department building or equipment issues and conditions and notify the appropriate personnel
- Know what information is public record, what information can be given out and why. Be familiar with the records policy and Public Records law. Refer requests to the Records Clerk as needed

GENERAL DISPATCH MANAGEMENT

- Follow and carry out written and/or verbal orders and instructions with respect to the chain of command
- Keep supervisory personnel and all others advised of essential information.
- Request mutual aid response when required and according to established procedures
- Prepare patrol for beginning of the shift. Assign patrol car, shift camera, cell phone and Taser. Note any immediate special attentions and pass information along to patrol
- Performs all other duties as requested or assigned

Jail:

10-15%

- Maintain audio/visual observation of jail facility to ensure officer, staff and prisoner safety, as well as prisoner conduct and emergencies. Conduct regular checks
- Order meals, check and administer medications appropriately.
- Search prisoners as requested.
- Handle all prisoner requests appropriately and per policy
- Know the procedures for requesting prisoner medical assistance and understand the use of emergency furloughs
- Assist prisoners with release by coordinating necessary documentation

- Notify appropriate personnel when supplies need to be replenished, cell/jail areas need cleaned, order laundry pick-up, etc.
- Assist with the booking process as requested-monitor booking via camera and audio.
- Notify Rocky River Municipal Court of new prisoners when necessary. Coordinate video arraignment
- Document all jail activities in the appropriate program and forms

Miscellaneous:

5-10%

- Report and document utility outages including electrical, natural gas, cable and telephone. Follow proper procedures for handling downed trees and downed wires. Call in auxiliary officers when needed
- Assists with requests from schools to check on absent or truant students and other school-related issues
- Performs miscellaneous tasks or projects as assigned by the Chief of Police or the Officer in Charge
- Knowledge of all filing systems and ability to maintain all necessary dispatch documents and records

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

This position requires knowledge of:

- the Mission, Values, Rules & Regulations and Policies & Procedures of the Bay Village Police Department
- the City of Bay Village Employee Handbook and City Ordinances
- location of City of Bay Village streets, business, parks, neighborhoods and landmarks
- methods of operations and safety rules within the City and the Police Department
- public records and the State of Ohio Sunshine Law
- most commonly used traffic laws, codified city ordinances and Ohio Revised Codes and how to locate law code information
- computer software programs and keyboarding
- Microsoft Word, Excel and Outlook
- various law enforcement computer systems and databases used, including NCIC, LEADS, OHLEG, BEAST, REDSS, OLLESIN, Sundance, etc.
- the full range of devices including radio consoles, telephones, TDD machine and audio/visual equipment
- standard forms and their proper use
- available resources for citizens and Police personnel

This position requires skills and abilities to:

- Report promptly for duty as scheduled, work various shifts with rotating or fixed days off as assigned and be alert and ready;
- Report for unscheduled duty in emergencies, as required;
- be proficient and competent in the use of computer hardware, software and keyboarding
- follow directions and apply laws, rules, regulations, policies, procedures, directives and orders appropriately

- make sound decisions in a timely manner, considering the costs and benefits of potential actions and choose the most appropriate one; prioritize decisions and tasks for the best possible outcome
- use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems
- assess situations and apply a course of action promptly with limited or unclear or questionable information;
- communicate orally and in written form effectively and as appropriate for the audience. Obtain accurate information from callers with difficulty expressing the nature of their concern due to mental illness, injury, threats, confusion, fear, or those persons under the influence
- calm an emotional caller and take control of the conversation in order to obtain the required information;
- receive, document and transmit information quickly and accurately
- handle multiple tasks simultaneously.
- write reports that reflect accuracy, details and proper sequence
- comprehend written sentences and paragraphs in work related documents
- work with others to obtain a mutual goal/task
- manage one's own time and complete tasks in a timely manner
- listen and understand information and ideas presented through spoken words and sentences; ask clarifying questions as needed to understand situations
- process information and keep control of one's emotions/actions in high stress conditions
- possess a strong work ethic and the ability to be a self-starter
- possess the willingness and dedication to serve the public in a sincere, empathetic, respectful and considerate manner.

