

CITY OF BAY VILLAGE JOB DESCRIPTION

JOB TITLE: Police Dispatcher
SUPERVISOR: Patrol Lieutenant or Officer-in-Charge (OIC)
FLSA STATUS: Non-exempt
SCHEDULE: 24/7 Rotating Shifts
DATE: December 1, 2017

JOB SUMMARY: Reporting to the Patrol Lieutenant or Officer-in-Charge (OIC) of the shift in the absence of the Lieutenant, this position is responsible for coordinating communications between patrol officers, police supervisors, the public and other emergency service agencies through the operation of the Police Department's office and communication equipment and systems. This position is also responsible for monitoring jail operations, greeting and attending to visitor needs and inquiries and performing general administrative duties including documenting the activities of the Department and completion of reports.

ESSENTIAL JOB FUNCTIONS:

Receives emergency phone calls, establishes the details of the emergency, determines the appropriate emergency unit(s) to respond, contacts those unit(s) and conveys the necessary information quickly and accurately to affect the response.

Receives non-emergency calls and provides information and/or general assistance including taking messages or transferring calls.

Monitors several public radio frequencies, including Bay Village Schools MARCS radio, responds to emergency and/or routine requests for assistance, information, etc. and quickly and accurately dispatches City and/or other resource agencies emergency units as appropriate.

Maintains constant contact with City police units and monitors the status and location of all units.

Prepares patrol units for shift start by assigning patrol cars, cameras, cell phones, Taser, etc. and informing units of any special information, instruction, etc.

Provides instructions during emergency calls involving hazardous conditions to safeguard persons prior to the arrival of trained first responders.

Monitors surveillance cameras and controls unauthorized access to the Department's facilities. Notes building and/or equipment issues and conditions and notifies appropriate personnel.

Assists visitors to the department by providing verbal/written information, forms, documents, receipts, citations, etc.; processing payments for fines, tickets, permits, bonds, etc.; and coordinating the acceptance and release of lost and found property.

Monitors jail facility (visual/audio) and conducts regular physical checks of the jail facility to ensure the safety and well-being of staff and prisoners. Assists in the booking process and conducts prisoner searches as required. Coordinates new prisoner activity with Rocky River Municipal Court including video arraignment as necessary.

Performs required administrative and other functions associated with the jail operations including ordering meals, administering medications, coordinating prisoner medical assistance/furloughs, releases, requests, etc., ensuring that the sanitary/maintenance and supplies requirements are met and documenting all jail activities consistent with required procedures.

REQUIRED EDUCATION, BACKGROUND, KNOWLEDGE AND ABILITIES

High School Diploma or equivalent, minimum age requirement (21), valid State of Ohio driver's license and 2-5 years of prior work experience in public safety dispatching/law enforcement or a closely related field preferred. Ability to take and pass the required physical and mental examinations/assessments, polygraph exam, criminal background check, etc.

Required Knowledge, Skills and Abilities:

The mission, values, rules, regulations, policies, directives, SOP's, forms/documents and the police and dispatch operational procedures of the Bay Village Police Department; City Ordinances pertaining to the Department; Employee Handbook; public records and the Ohio Sunshine Law; commonly used traffic laws and State Codes and how to access, etc.

Various law enforcement computer systems and databases including NCIC, LEADS, OHLEG, BEAST, Ready Notify, OLLESIN, etc. and ability to operate same.

Dispatch and jail record keeping and reporting requirements and procedures including the ability to write reports, initiate and maintain complete, accurate and regulatory compliant records and information.

Computer software including Microsoft Office (Word, Excel, Outlook, etc.), computer aided dispatch/records management system and ability to operate including radio consoles, phones TDD machine, fax, scan, copier, audio/visual and other standard office equipment.

Ability to acquire and maintain the following certifications: NCIC, LEADS, CCH, Emergency Medical Dispatch, CPR/AED, Notary Public and others as may be required.

Ability to perform duties independently and under considerable stress; analyze/evaluate situations in a timely manner and exercise sound judgment in making decisions and/or taking actions.

Ability to multi-task.

Ability to work various rotating shifts to accommodate a 24/7 coverage schedule with rotating or fixed days off and report for unscheduled duty in emergencies and/or as required.

Ability to communicate effectively in written and verbal forms; process information accurately and calmly, particularly during exchanges involving contacts with emotional or physical issues, determine an appropriate course of action and expeditiously implement.

Ability to develop and maintain credible and professional relationships with others within and without the Department to achieve goals and objectives.

Possesses the demeanor to perform job functions in a sincere, empathetic, respectful and considerate manner.

Ability to understand and follow verbal and written instructions and directives.

Ability to maintain confidentiality and handle issues with discretion and sound judgment.

Performs other duties as may be assigned and/or required.

PHYSICAL REQUIREMENTS OF THE JOB:

ACTIVITY	FREQUENCY OF ACTIVITY	ITEMS/WEIGHT INVOLVED	MACHINES/TOOLS
Lifting	occasionally	office supplies/equipment (50# max.)	
Carrying	occasionally	same as above	
Reaching	frequently		
Climbing	rarely		
Bending	occasionally		
Squatting	occasionally		
Pushing/Pulling	occasionally		
Twisting/Turning	frequently		
Keyboarding	frequently		computer keyboard
Sitting	frequently		
Standing	frequently		
Walking	frequently		
Crawling	rarely		
Running	rarely		

The employee who performs this job needs to possess the following:

(Place an X before each applicable category)

- X Normal hearing with or without corrections.
- X Normal vision with or without corrections.
- X The ability to drive or operate a vehicle with or without corrections.
- X The ability to wear protective equipment including various safety equipment and clothing.

Employee's Signature

Date

Supervisor's Signature

Date
