

Town of Bay Harbor Islands

Job Description

Job Title: Police Dispatcher
Reports To: Police Lieutenant
FLSA Status: Non-exempt
Department: Police

Summary: Receives, screens and dispatches messages over various communication systems to Police units to investigate; provides clerical support to department personnel by performing the following duties.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

Receives all incoming telephone calls and questions callers to determine location and seriousness of emergency and response needed.

Screens and transmits information to proper police unit, or to County fire, emergency or other appropriate personnel or agencies; records and logs all messages.

Maintains constant radio contact with Town police units and County fire and emergency units; receives and transmits messages, maintains records and logs of these contacts.

Prepares, types, files, copies and maintains a wide variety of departmental papers such as case cards, identification cards, General Offense and Arrest Reports, warrants, auto theft decals and FDLE and FCIC transmissions.

Responds to public walk-in inquiries at police department.

Disseminates general police or specific crime information to the public.

Monitors, sends, receives and distributes teletype information.

Performs routine checks on emergency and general alarm equipment, and activates alarm systems.

Transmits and receives messages between own agency and other law enforcement agencies.

Provides assistance to department personnel and performs clerical duties as assigned.

Competency: To perform the job successfully, an individual should demonstrate the following competencies:

Attendance/Punctuality - Is consistently at work and on time; Ensures work responsibilities are covered when absent.

Customer Service - Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.

Ethics - Treats people with respect; Keeps commitments; inspires the trust of others; Works with integrity and ethically; Upholds Town values.

Oral Communication - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.

Organizational Support - Follows policies and procedures; Completes administrative tasks correctly and on time.

Problem Solving - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully.

Professionalism - Approaches others in a tactful manner; Reacts well under pressure.

Safety and Security - Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses equipment and materials properly.

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Applicants will be subject to an extensive background check.

Education/Experience:

High school diploma or GED required, supplemented by two (2) years of experience in office work, or an equivalent combination of training and experience.

Language Ability:

Ability to read, analyzes, and interprets general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from managers, employees, and the general public.

Math Ability:

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.

Reasoning Ability:

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

Computer/Technology Skills:

To perform this job successfully, an individual must possess knowledge of Word Processing software; general computer skills; radio and emergency alarm equipment use.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate. The employee must be able to perform his or her job duties in a calm manner even under stressful situations due to the nature of calls received.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee must occasionally lift and/or move up to 10 pounds. While performing the duties of this job, the employee is frequently required to stand; walk; sit; use hands to finger, handle, or feel and talk or hear. The employee is occasionally required to reach with hands and arms; climb or balance and stoop, kneel, crouch, or crawl.