

# CITY OF HOLLISTER

## EMPLOYEE JOB DESCRIPTION

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**JOB TITLE:** POLICE DISPATCHER/COMMUNICATIONS

**CLASSIFICATION:** HS 06 – HS 11

**REVISION:** June, 2012

### **SUMMARY:**

The position of Police Dispatcher/Communications is a full-time position under the supervision of the Police Dispatcher/Communications Supervisor. It is skilled emergency service work that involves receiving emergency 911 and non-emergency requests for police assistance, determining nature/urgency of calls, initiating police or other emergency personnel action and maintaining close contact with field units to monitor response and needed support requirements. It requires a considerable degree of initiative and independent judgment within procedural boundaries in responding to emotional, disturbed and sometimes abusive people in a variety of situations. Work may be done separately or in conjunction with other dispatchers and may assist in training, teaching and basic operational equipment. The Police Dispatcher/Communications position requires rotating shift assignments and overtime in accordance with maintaining a fully operational 24-hour facility.

### **ESSENTIAL DUTIES/RESPONSIBILITIES:**

- Receives and responds to emergency and non-emergency calls which may include enhanced 911, and non-emergency calls from the public, dispatchers and law enforcement agencies via telephone and radio systems.
- Processes and evaluates information received, prioritizes calls and dispatches required units and/or agencies.
- Monitors and coordinates police unit activity and assignments via police radio frequencies.
- Maintains status and locations of public safety personnel.
- Utilizes technology such as computers, radio systems, telephones, fax machines and other communication equipment.
- Creates and maintains automated or manual logs of public safety communications activity.
- Accesses and enters sensitive data in local/state/national databases as necessary for investigative purposes.
- Enters and maintains files for persons or property pending apprehension/recovery.
- Maintains appropriate security and confidentiality of information created or encountered in the performance of assigned duties.
- Keeps informed of departmental regulations, policies and procedures.
- Represents the City and Department by performing a wide variety of functions at meetings, occasions and public events.
- Performs other duties as assigned.

## **QUALIFICATIONS, EDUCATION AND/OR EXPERIENCE:**

- Knowledge of public service activity and methods of local government.
- Knowledge of computer technology and equipment.
- Knowledge of law enforcement terminology and procedures.
- Knowledge of geography for the City of Hollister and surrounding areas.
- Knowledge of English language for spelling and proper word usage.
- Skill in multitasking, coordinating simultaneous mental, manual and visual activities.
- Skill in observing situations analytically and objectively and relaying details accurately.
- Skill in communicating using two-way radio and telephone equipment.
- Skill in operating a variety of communications equipment effectively.
- Skill in reading and interpreting maps to determine locations and jurisdictional boundaries.
- Ability to speak clearly and concisely.
- Ability to think clearly and act quickly in emergencies.
- Ability to establish and maintain effective working relationships with Police Department personnel, other City employees, outside law enforcement agencies and the public.
- Ability to meet attendance schedule with dependability and consistency.

## **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.

While performing the duties of this job, the employee is regularly required to talk and listen. The employee frequently is required to sit and use hands to touch/manipulate, handle or feel. The employee is occasionally required to stand, walk, reach with hands and arms, stoop, kneel, crouch or crawl. The employee must occasionally lift and/or move up to 50 pounds. Specific vision ability required by the job includes close vision and color vision.

## **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 to loud.

## **NECESSARY SPECIAL REQUIREMENTS**

- High School Diploma or G.E.D.
- At least 18 years of age.
- United States citizen.
- No felony convictions.

**LICENSING/CERTIFICATION:**

Must obtain certification through MSHP on MULES/NCIC computer.

**MISC. REQUIREMENTS:**

Subject to Pre-employment background check.

Subject to Pre-employment drug test.

Subject to Emergency Service call in duty.

IN ACCORDANCE WITH THE AMERICANS WITH DISABILITIES ACT IT IS NECESSARY THAT YOU ACKNOWLEDGE YOU HAVE READ THE ESSENTIAL FUNCTIONS FOR THE POSITION OF POLICE DISPATCHER/ COMMUNICATIONS AND INDICATE BELOW YOUR ABILITY TO PERFORM THESE FUNCTIONS.

I HAVE READ THE POSITION DESCRIPTION FOR POLICE DISPATCHER/ COMMUNICATIONS.

\_\_\_\_\_ I CAN PERFORM THE ESSENTIAL JOB FUNCTIONS OF THE POSITION WITHOUT ACCOMMODATIONS.

\_\_\_\_\_ IN ORDER FOR ME TO PERFORM THE ESSENTIAL FUNCTIONS OF THE POSITION, I WOULD NEED THE FOLLOWING REASONABLE ACCOMMODATIONS:

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\_\_\_\_\_ I CANNOT PERFORM THE ESSENTIAL JOB FUNCTIONS WITH OR WITHOUT REASONABLE ACCOMMODATIONS.

DATE \_\_\_\_\_ SIGNATURE \_\_\_\_\_