

**CITY OF STUART
JOB DESCRIPTION**

Title: POLICE DISPATCHER II

Department: Police

Job Code: 6190

Grade: D09

Exempt Status: Non-Exempt

CHARACTERISTICS OF THE CLASS

Under general supervision of the Police Dispatch Supervisor, is responsible for receiving information from the public, both emergency and non-emergency and relaying that information to the correct individuals, according to policy, procedures, and the rules and regulations in Florida Crime Information Center (FCIC) and National Crime Information Center (NCIC). Incumbent must be able to perform many tasks simultaneously, such as listening to the radios, entering information into the computer system and answering phone lines. The incumbent in this class is required to work on a shift schedule, holidays, weekends and overtime as necessary. Work is reviewed through observation and daily written reports.

EXAMPLES OF ESSENTIAL FUNCTIONS

1. Answers emergency and non-emergency calls for service and dispatches officers to calls; answers non-emergency phone requests for referrals/information; answers radio transmissions and responds according to rules and regulations.
2. Logs radio transmissions into CAD; inputs call information into CAD.
3. Searches for and retrieves information from in-house and remote databases; runs FCIC/NCIC computer checks; teletypes other agencies for information and confirmations.
4. Calls outside agencies as needed, such as taxis, tow trucks, ambulance, animal control and the fire department to notify of pending situations that require their assistance.
5. Prepares, summarizes, and analyzes a variety of reports; makes copies of Bolos or update information for officers.

Police Dispatcher II
June 1997
Revised November 2000
Revised June 2001
Revised August 2004
Revised July 2007
Revised October 2011

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6. Responds to walk-in citizens; monitors equipment for malfunctions; takes messages for officers.
7. Maintains track of all officers on duty.
8. Supplies telephone directory service for law enforcement and community services to department members and the public.

NOTE: The examples of essential functions as listed in this classification specification are not necessarily descriptive of any one position in the class. The omission of an essential function of work does not preclude management from assigning duties not listed herein if such functions are a logical assignment to the position.

REQUIREMENTS

A. Training and Experience:

High School Diploma or GED; with basic typing and computer skills; must be 18 years of age, supplemented by 3 years of uninterrupted full time police dispatch employment and meet the criteria set forth in Stuart Police Dept. Policy 14 E. Meet current state training requirements to obtain/maintain FCIC/NCIC certification. Meet and maintain current Police Dispatcher I requirements. When mandated by the State of Florida, must be state certified or successfully complete and pass state certification within 6 months.

Must maintain a valid Florida Driver's License as required for the position.

These requirements must be maintained to retain the position of Police Dispatcher II.

B. Knowledge, Abilities and Skills:

Knowledge of departmental operations.

Knowledge of data processing and transmission principles utilized in computerized information systems.

Knowledge of modern office practices and procedures.

Knowledge of city and department policies and procedures.

Knowledge of NCIC and FCIC policies.

Ability to process and enter information into computerized systems.

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Ability to use discretion in making prompt and independent decisions in accordance with departmental rules and regulations.

Ability to complete assignments accurately, completely and on a timely basis.

Ability to develop and maintain effective working relationships with employees, members of law enforcement and the public.

Ability to follow oral and written instructions and orders.

Ability to work shift work.

Ability to work overtime as required, extended shifts, and flexible schedules including days, nights, weekends and holidays.

Skill in the use of modern office equipment such as; telephones, pagers, teletypes, typewriters, computer terminals and printers, radios, recorders, monitoring security cameras and facsimile machines.

C. Physical Environment:

Task involves some physical effort, i.e. standing, walking, bending, stretching, pushing, pulling;; light to moderate lifting (25 plus pounds); standard dexterity in the use of fingers, limbs or body in the operation of shop or office equipment. Task may involve extended periods of time at a keyboard.

D. Environmental Requirements:

Task is regularly performed without exposure to adverse environmental conditions.

E. Sensory Requirements:

Task requires sound perception and discrimination.
Task requires visual perception and discrimination.
Task requires oral communications ability.
Task requires color perception and discrimination.
Task requires odor perception and discrimination.
Task requires texture perception and discrimination.
Task requires depth perception and discrimination.

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Approved: _____ Date: _____
Human Resources Director

Approved: _____ Date: _____
Police Chief

Received by: _____ Date: _____
Employee