

City of Springfield

**POLICE DISPATCHER**

GENERAL DUTIES AND RESPONSIBILITIES

Under the general supervision of a Sergeant or other Administrative Officer, maintains a communication network between the Police Department and its patrol officers, City residents, and other agencies; performs related duties as required.

ESSENTIAL DUTIES

1. Maintains an ongoing awareness of the location and activity of field personnel via radio communication and computer-aided dispatch equipment.
2. Responds to emergency and non-emergency phone contacts to include TDD's, with City residents and the public, and provides information, referral service, or police assistance; monitors intrusion alarm.
3. Enters and retrieves criminal justice information using local, state, and national computer systems in response to operational needs and policies; makes determinations and relays information to duty officers from 9-1-1 and teletype information received; uses computer-aided dispatch system to create a permanent record of police response activity.
4. Receives varied information via telephone and determines priorities and need for both police response and reports; writes police reports from information received.
5. Distributes police related information to other law enforcement agencies via telephone, FAX, radio and/or computer communications systems.
6. Assists in the processing of individuals who have been detained for legal processing.
7. Assists in the training of new dispatch personnel and the orientation of other personnel in proper communication techniques and dispatch procedures.

## QUALIFICATION REQUIREMENTS

### General Knowledge, Skills, and Abilities

Considerable knowledge of office procedures; considerable knowledge of the capabilities and general use of computer equipment; considerable knowledge of proper telephone answering techniques; knowledge of basic report writing procedures; knowledge of vehicle, equipment, or personnel dispatch techniques; ability to learn the duties of a police dispatch operation; ability to learn the operation of departmental radio communication equipment; ability to communicate with a clear, audible voice; ability to perform duties efficiently in an operation with varying degrees of stress; ability to obtain sufficient, accurate information at all times; ability to type sufficiently to perform the duties of the position; ability to exercise discretion and judgment in completing assigned responsibilities; ability to maintain orderly records and prepare accurate reports; ability to enter and retrieve data via a computer terminal; ability to interact tactfully and effectively with coworkers, other agencies, and the general public; ability to learn the use of the local 9-1-1 and computer-aided dispatch systems, and other communication center equipment; ability to maintain concentration while shifting quickly from one subject to another.

### Experience and Training

Two years of experience in a public safety communications, or equivalent dispatch operation. Formal training/coursework in law enforcement may be substituted on a year-for-year basis, for half of the required experience, or any combination of experience, training, and education that provides the required knowledge, skills, and abilities.

### Certification

Appointees must have a Basic Telecommunicators certification from the Oregon Department of Public Safety Standards and Training (DPSST); or the ability to obtain a certificate within six months of the date of hire.

## CONDITION OF EMPLOYMENT

Police Department employees hired after June 1986 must refrain from the use of tobacco products while on duty.

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