



Fairfax Police Department

Police Dispatcher

CLASS DESCRIPTION:

Police Dispatcher

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.

DEFINITION

To receive incoming calls for police and emergency assistance and dispatch necessary units; to perform a variety of general support duties related to dispatch activities including record keeping, typing and filing; and to monitor teletype communications.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from Police Sergeants.

DUTIES

ESSENTIAL AND MARGINAL FUNCTION STATEMENTS--*Essential and other important responsibilities and duties may include, but are not limited to, the following:*

Essential Functions:

- Receive 9-1-1 emergency calls from the public requesting police or other emergency service; determine nature and location of emergency, determine priority and dispatch emergency units as necessary and in accordance with established procedures.
- Maintain contact with all units on assignment; maintain status and location of police field units.
- Answer non-emergency calls for assistance; answer maintenance service emergencies on weekends and holidays.
- Coordinate emergency calls and relay information and assistance requests involving other law enforcement agencies.
- Enter, update and retrieve information from teletype networks relating to wanted persons, stolen property, vehicle registration, stolen vehicles and other information.
- Perform a variety of record keeping, filing, indexing and other general clerical work; maintain a variety of logs relating to public safety activities.

Marginal Functions:

- May assist with matron duties including searching apprehended suspects; perform fingerprinting activities for the public.
- Test and inspect equipment as required.
- May participate in training lower level staff on dispatching activities.
- Perform related duties as assigned.

QUALIFICATIONS:

Knowledge of:

- Organization, procedures, and operating details of a Police Department.
- Geographic features and streets within the area served.
- Standard radio broadcasting procedures and rules.
- Correct English usage, spelling, punctuation and grammar.
- Modern office procedures, practices and equipment.

Ability to:

- Operate dispatch, teletype and other office equipment.

- Work under pressure, exercise good judgment and make sound decisions in emergency situations.
- Effectively communicate with and elicit information from upset and irate citizens.
- Type at a speed necessary for successful job performance.
- Understand and follow oral and written instructions.
- Work various shifts as assigned.
- Work effectively in high stress environments.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Maintain mental capacity which allows for effective interaction and communication with others.
- Maintain physical condition appropriate to the performance of assigned duties and responsibilities which may include the following:
 - *Sitting for extended periods of time*
 - *Operating assigned equipment.*
- Maintain effective audio-visual discrimination and perception needed for:
 - *Making observations*
 - *Communicating with others*
 - *Reading and writing*
 - *Operating assigned equipment.*

Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying.

A typical way to obtain the knowledge and abilities would be:

Experience:

Two years of responsible police support dispatch experience is highly desirable.

Training:

Equivalent to the completion of the twelfth grade.

License or Certificate

Possession of, or ability to obtain, P.O.S.T. Dispatcher Certification.

ADDITIONAL INFORMATION:

WORKING CONDITIONS

Environmental Conditions:

Office environment utilizing computers; work closely with others in stressful situations.

Shift work, nights-weekends-holiday's

Physical Conditions:

Essential and marginal functions require maintaining physical condition necessary for sitting for prolonged periods of time