

CITY OF OAKWOOD
An Equal Opportunity Employer
POSITION DESCRIPTION

Class Title: Public Safety Dispatcher

Department/Division:	Public Safety	Reports To:	Public Safety Major
Employment Status:	Full-time	Supervises:	
FLSA Status:	Non-Exempt		

QUALIFICATIONS: An example of acceptable qualifications:

Completion of secondary education and experience which indicates a knowledge of radio dispatching; FCC rules and regulations; demonstrable ability to communicate in verbal form; multi-task oriented person.

LICENSURE OR CERTIFICATION REQUIREMENTS:

Ohio LEADS certification
CCH certification

MINIMUM ACCEPTABLE CHARACTERISTICS: (* indicates developed after employment)

Knowledge of: FCC rules and regulations; public safety radio dispatching procedures; communications techniques; LEADS computer operations and requirements; data processing techniques and procedures; law enforcement procedures and methods; office practices and procedures; organizational policies and procedures; certification/licensure requirements; records preparation and management; local geographical area.

Skill in: computer operation; word processing; operation of multi-band base radio; LEADS computer terminal; data entry.

Ability to: define problems, collect data, establish facts, and draw valid conclusions; carry out detailed but basic written or oral instructions; handle frequent public contacts in a tactful manner; maintain records according to established procedures; prepare accurate documentation; recognize unusual or threatening conditions and take appropriate action; answer routine telephone inquiries; develop and maintain effective working relationships; apply principles to solve practical, everyday problems; demonstrate excellent hearing and diction.

ESSENTIAL FUNCTIONS OF THE POSITION: For purposes of 42 USC 12101:

Date Adopted:	Developed by: Clemens, Nelson & Associates, Inc.	043002jrCO
Date Revised:	Dublin, OH 43017	pdoakcitymgr

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- 50% (1) Performs communications functions; operates two-way radio to receive and transmit messages to appropriate personnel and dispatch appropriate personnel to locations; maintains contact and provides information to coordinate on-site activities of personnel; operates LEADS computer to send and receive messages and/or request and receive law enforcement data; receives and transmits calls for support services (e.g., hospital notification, towing services, utility/maintenance personnel, etc.); establishes priorities to the importance of answering calls/complaints; collects information regarding crimes or emergency situations in progress and relays information to appropriate personnel; receives and screens emergency telephone calls; enters and retrieves information into and from computers.
- 30% (2) Compiles and maintains records and reports regarding communication activities; prepares correspondence, forms, and other documents such as memoranda and other material requiring judgment as to content, accuracy, and completeness.
- 10% (3) Prepares and maintains related records; prepares and maintains information of a confidential or sensitive nature; maintains offense and arrest records according to established procedures; prepares activity reports; prepares, indexes, and files assigned records and documents; maintains report filing system; retrieves documents and files; keeps track of various information such as traffic lights out, hydrants out, and streets closed, and keeps emergency personnel informed.
- 5% (4) Performs various clerical functions (e.g., maintains equipment, shreds no longer needed classified documents; inputs data into standard office and department forms, both manual and automated).
- 5% (5) Maintains personal and professional competence and awareness; maintains required certifications; attends professional education and training sessions, seminars, and workshops.
- (6) Meets all job safety requirements and all applicable OSHA safety standards that pertain to essential functions.
- (7) Demonstrates regular and predictable attendance.

OTHER DUTIES AND RESPONSIBILITIES:

- (8) Performs other related duties as required or assigned.

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EQUIPMENT OPERATED: The following are examples only and are not intended to be all inclusive.

Communications switchboard, typewriter, copier, phones, radios, LEADS computer, 911 equipment, records computer, fax machine.

INHERENTLY HAZARDOUS OR PHYSICALLY DEMANDING WORKING CONDITIONS:

1. Ascends and/or descends stairs.
2. Works in a confined space.
3. Is exposed to environmental conditions which may result in injury from fumes, odors, dusts, mists, gases, and/or poorly ventilated work areas.
4. Uses or works in proximity to the use of firearms.
5. Has contact with potentially violent or emotionally distraught persons.
6. May be required to work rotating shifts.

This position description in no manner states or implies that these are the only duties and responsibilities to be performed by the position incumbent. My (employee) signature below signifies that I have reviewed and understand the contents of my position description.

(Approval of Appointing Authority)

(Date)

(Employee Signature)

(Date)