

## **CIVILIAN DISPATCHERS (P.T.)**

**GENERAL STATEMENT OF DUTIES:** In the police and fire departments, an incumbent receives and records complaints and reports and transmits messages by telephone and radio; does related work as required. In transit, an incumbent, under the general supervision of the Transportation Director, coordinates bus schedules and coordinates with drivers via radio.

**DISTINGUISHING FEATURES OF THE CLASS:** In the police and fire departments, this position involves responsibility for receiving and referring complaints or inquiries and for the efficient dispatching of messages to applicable departmental personnel. Work is performed under general supervision of a higher-level employee in accordance with established policy. Employees in this class must exercise good judgment.

**EXAMPLES OF WORK:** (Illustrative only)

- On an assigned shift takes all incoming complaints on the telephone;
- Operates radio equipment to dispatch Police Officers and Fire Department employees, and also to communicate with Transit employees;
- Maintains radio logs through computer-aided-dispatch or as otherwise directed;
- Receives complaints or inquiries and refers them to police and/or fire personnel, or other appropriate persons or agencies;
- Records and files complaints and accident reports;
- Compiles and enters data into the computer as directed;
- Operates a variety of common office machines and computer equipment and performs clerical tasks in connection with the work of the assigned department.

**REQUIRED KNOWLEDGE, SKILL AND ABILITIES:** Good knowledge of the operation of radio, telephone and computer equipment; good knowledge of the geography of the municipality; familiarity with public safety terminology, procedures and equipment and community service agencies; ability to maintain records and prepare reports; ability to understand and follow oral and written directions; clerical aptitude; mental alertness; good judgment; good hearing and clear diction; must deal courteously with the public, and be in good physical condition.

**ACCEPTABLE TRAINING AND EXPERIENCE:**

Graduation from a standard Senior High School; or any equivalent combination of training and experience sufficient to indicate the ability to do the work.

Adopted CSC: 5/30/84

Modified CSC: 10/96

Modified CSC: 10/20/10

Modified CSC: 07/19/18

Jurisdictional Classification: Non-Competitive