

**CITY OF GUTHRIE, OKLAHOMA
JOB DESCRIPTION**

Position Title: DISPATCHER
Department/Division: POLICE/ADMINISTRATION
Immediate Supervisor: LIEUTENANT OF POLICE DEPARTMENT
FLSA: NON-EXEMPT
Work Site: CITY HALL
SCHEDULE: 7:00 A.M.-7:00 P.M., 7:00P.M.-7:00P.M., 2:00A.M.-2:00A.M.,
MONDAY-SUNDAY, POSITION MAY BE SUBJECT TO
EMERGENCY CALL IN
Position Supervised: NONE

Job Summary:

Under the general supervision of the Chief of Police, the dispatcher is responsible for the City's central communication system.

Typical Duties and Responsibilities:

- A. Responsible for the skilled and prompt operation of the Public Service (Police, Fire and Ambulance) Communication Center and its associated equipment consisting of multi-channel radios, multi-line telephone answering and switching system, enhanced 911 and computer systems, to include the computer aided dispatch system (ODIS).
- B. Responsible for the retrieval, entry, modification and deletion of criminal intelligence information through the Oklahoma Law Enforcement Telecommunication System (OLETS), National Law Enforcement Telecommunication System (NLETS) and National Crime Information Center (NCIC) computer in a timely and accurate manner.
- C. Responds to telephone calls for assistance and information from citizens requesting information and/or emergency response to incidents, while maintaining control of other field unit activity.
- D. Depending on the nature of the call, dispatches appropriate emergency response units, transfers calls to appropriate authority or gives appropriate, non-legal answers to callers.
- E. Works independently, with general guidance from the Senior Dispatcher, Patrol Shift Commander and/or the Lieutenant of the Police Department in carrying out the department functions.
- F. Properly prepares, completes and submits to the appropriate authority, daily activity reports completed during their assigned shift; completes necessary documentation on calls to service, jail/prisoner log, impound/wrecker service rotation log, funeral escort log, etc.
- G. Performs general housekeeping, clean-up duties within work area.

- H. Monitors prisoners through the sound and visual system, and maintains jail log of prisoners.
- I. Monitors City Hall utility division, west parking lot, prisoner booking area, municipal bathrooms and police department front lobby through video surveillance.
- J. Responsible for maintaining strict confidentiality including information gleaned by and through your employment shall not be shared with persons, either inside or outside the department, without a valid need to know, or after authorization has been granted by the appropriate supervisor.
- K. Responsible for answering all incoming 911 calls in 911 call area.
- L. Responsible for knowing the location of all shift officers in the field.
- M. Responsible for answering telephone calls that come from the police department while off-duty. Including: responsible for contacting supervisor within thirty (30) minutes of the call when calls are not immediately answered and responsible for written notification to supervisor of any address and telephone number changes. Written notification must be made within forty-eight (48) hours of any change.
- N. Performs other duties as assigned.

Knowledge, Skills and Abilities:

- A. Knowledge of data entry and retrieval from computer systems.
- B. Ability to operate multi-channel police radios under sometimes stressful conditions.
- C. Ability to differentiate the radio activity of several field units talking amongst themselves and those talking to dispatch.
- D. Must have the ability to type, read, and understand written and telecommunication messages, City and Department policy's and procedures.
- E. Ability to read and interpret hand written messages and notes.
- F. Ability to route and direct messages to appropriate action section or person.
- G. Excellent communication skills both oral and written.
- H. Ability to make split second decisions that could affect the safety and well being of the public, the department, fellow employees, as well as other public safety officers.
- I. Ability to interact with other law enforcement and safety personnel.
- J. Ability to maintain strict confidentiality.

- K. Ability to respond to various situations with tact and diplomacy and know how to deal with stressful, hostile, or irrational persons whether due to physical or mental disability, drug or alcohol, socio-economic differences, or other factors.
- L. Ability to work various shifts, extended shifts and emergency call out.
- M. Ability to multi-task and effectively perform multiple task simultaneously.
- N. Must have a clear speaking voice.

Physical Requirements:

- A. Ability to sit for extended periods of time in the input and retrieval of data.
- B. Ability to stand, push, pull and stoop while opening file drawers to place or retrieve files from filing cabinets and shelves.
- C. Ability to reach to perform activities at desk; ability to reach overhead in order to obtain supplies and items in cabinets.
- D. Fine dexterity with fingers and hands required to handle items and to operate computer, multi-channel radio and multi-line phone.
- E. Ability to work under stressful conditions for extended periods of time.
- F. Ability to communicate forcefully and effectively during emergency situations.

Environmental Conditions:

- A. Majority of work is performed indoors in an office setting, and is subject to prolonged sitting.
- B. Work may be subject to time pressures, noisy and distracting environment, irregular work schedule, frequent changes to tasks, performing multiple tasks simultaneously, working closely with others as a part of a team, working alone 50% or more of the time and dealing with irate people.
- C. Work may be tedious and exacting when working with and/or typing data or in emergency situations.

Education, Certification and Experience Requirements:

- A. Must possess a high school diploma or equivalent G.E.D.

- B. Must have a valid Oklahoma Driver’s License and driving record must meet or exceed guidelines as set forth by the City of Guthrie.
- C. Must be certified or able to certify within one year from employment, as an Oklahoma Law Enforcement Telecommunications System Operator. Must be able to recertify every two years.
- D. Must be able to obtain Jailer Certification within one year from employment.

Americans with Disabilities Act Compliance:

The City of Guthrie is an Equal Opportunity Employer. ADA requires the City to provide adequate accommodations to qualified persons with disabilities. Prospective and current employees are encouraged to discuss ADA accommodations with management.

Safety Sensitive:

This classification is a “safety sensitive” position as defined by the United States Department of Transportation drug and alcohol testing regulations, the Oklahoma Standards for Workplace Drug and Alcohol Testing Act and/or Oklahoma Medical Marijuana laws. As a “safety sensitive” classification, you will be subject to drug and alcohol testing, including random testing. Marijuana is one of the substances included in the drug panel screening. Possession of a medical marijuana license will not excuse you from the testing process, or the consequences of testing positive for marijuana.

The above statements are intended to describe the general nature and level of work being performed by the person assigned to this job. They are not intended to be an exhaustive list of responsibilities, duties, skills and physical demands. Further, I understand that driving a company vehicle (or my own vehicle, as required) is a requirement of the position I am being considered for and that having and maintaining a valid Oklahoma Driver’s License and satisfactory driving record is a condition of my employment.

Review and Signature:

I acknowledge that I have read this job description and requirements for the Dispatcher position, that I understand the duties and demands of this position, and I certify that I can perform these functions. Further, I understand that the above statements are intended to describe the general nature and level of work being performed by the person assigned to this job. They are not intended to be an exhaustive list of responsibilities, duties, skills and physical demands. Further, I understand that driving a company vehicle (or my own vehicle, as required) is a requirement of the position I am being considered for and that having and maintaining a valid Oklahoma Driver’s License and satisfactory driving record is a condition of my employment.

| | | |
|---------------|--------------------|------|
| Employee Name | Employee Signature | Date |
|---------------|--------------------|------|