

HAINES BOROUGH
POSITION DESCRIPTION

POLICE DISPATCHER/JAILER

DEFINITION:

Under general direction, this employee receives, evaluates and transmits information concerning law enforcement and emergency services (fire, ambulance) activities to, from, and between Police Department units, emergency services units, other law enforcement agencies, other agencies, and the public by means of the telephone, radio, and other means of communication (NCIC, APSIN). This job description reflects the Administration's assignment of essential duties and responsibilities. It does not prescribe or restrict the tasks that may be assigned.

EXAMPLES OF DUTIES:

1. Answer all incoming calls, screen and route accordingly.
2. Monitor various frequencies and telephone lines, including the 911 emergency line.
3. Determine if immediate dispatching of Police personnel, Fire personnel or Ambulance is needed.
4. Dispatch Police, Fire Department or Ambulance, Animal Control and City Maintenance to appropriate calls.
5. Monitor constant contact with officers on call.
6. Monitor radios of other Police agencies and computer systems for any information or inquiries from local, State and Federal law enforcement agencies.
7. Establish priority action between several complaints received at the same time to determine relative severity of each complaint and action required.
8. Answer public inquiries concerning Department activities.
9. Maintain a log of calls and activities during the shift.
10. Type and file a variety of reports and correspondence.
11. Distribute copies of reports.
12. Make reports to appropriate agencies.
13. Keep inventory of supplies and requisition supplies as needed.
14. Compile statistics as requested.
15. Maintain criminal history cards for easy access for further

investigation; update cards continually; file traffic citations, security check forms, vehicle mileage log, and dispatcher activity log.

16. Handle routine walk-in complaints and file appropriate reports. Operate NCIC and APSIN computer system. Obtain information for police officers and other agencies on vehicle information records, driver's license records, criminal and driving history records. Enter stolen and recovered articles into the computer system, maintain security of the computer system.
17. Assist in booking or book in prisoners. Lodge, feed and supervise prisoner activity. Monitor jail security.
18. Assist in training new personnel in dispatching and police clerical duties.
19. Perform related duties as required.

KNOWLEDGE, SKILLS, AND ABILITIES:

The requirements, demands and characteristics listed below are representative of the knowledge, skill and/or ability required to successfully perform the essential job functions. The Borough at its sole discretion shall decide if the applicant meets the requirements. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.

1. Knowledge of: Radio and communications procedures, office procedures, filing, records maintenance, jail standards and rules as applicable.
2. Skills in: Operating emergency radio systems, NCIC and APSIN computer system, operation of a variety of office equipment.
3. Ability to: Learn the rules and regulations of the department; follow written and oral directions; think clearly and logically and apply general rules to specific situations; analyze situations quickly, accurately and clearly; write, spell and type accurately and legibly; speak clearly; use proper radio and telephone procedures; maintain confidentiality of information; deal successfully with the public; work independently and sometimes alone.

EMPLOYMENT QUALIFICATIONS

1. High school education or equivalent. At least one year of clerical experience which included typing, filing and public contact is preferred. Must type a minimum of 45 wpm. Must have desirable background qualifications which are tested through an extensive background investigation.