

# City and Borough Sitka, Alaska

## Class Specification

<b>Class Title</b>	<b>Dispatch and Records Clerk</b>
<b>Class Code Number</b>	<b>8020</b>
<b>FLSA Designation</b>	<b>Non-Exempt</b>
<b>Pay Grade/Bargaining Unit Contract</b>	<b>PSEA</b>
<b>Effective Date</b>	<b>September 2010</b>

### General Statement of Duties of the Police Dispatcher

Maintains a continuous communication source for the police and other emergency response personnel, provides records support, and performs related work as required.

### Distinguishing Features of the Class

The principal function of an employee in this class is to serve as the chief communication and information source for Police Officers and related public safety personnel. The work is performed under the direct supervision of the Dispatch and Records Supervisor but considerable leeway is granted for the exercise of independent judgment and initiative. An employee in this class performs the duties of other employees in the Police Department as required or as assigned by supervisory personnel. The principal duties of this class involve frequent contact with the public and incarcerated persons.

### Examples of Essential Work (Illustrative Only)

- Handles varied emergency and non-emergency situations dealing with emotional, injured and victimized persons. The police dispatcher is responsible for ascertaining the crucial information needed in the given situation and relaying it to the proper police, fire and emergency medical personnel (EMS), and other emergency response personnel without delay;
- Must monitor a number of radio frequencies and telephone lines simultaneously;
- Provides communications services for public safety operations, including two way radio communications, relaying relevant information, logging all communications and calls for service, running criminal background checks for law enforcement personnel, transcribing taped interviews, operating paging systems for public safety employees, and relaying any crucial information to police department personnel and/or outside agencies as required;
- Responds to telephones and 911 calls for Police, Fire, Emergency Medical Services (EMS), Search and Rescue, (SAR) and other emergency response personnel;
- Processes calls for emergency response personnel, involving prioritizing multiple sources of information simultaneously to ensure emergency situations are always given prompt, accurate and professional service;
- Monitor and provides for police and other personnel response to alarms involving intrusion, fire, panic, medical, water treatment and other emergency calls as necessary;

- Answers and processes Crime Line calls and routes information to the proper personnel;
- Answers telephone device for the deaf (TDD) and hearing impaired;
- Conducts telephone traces through the local telephone company;
- Provides all communication services to persons approaching the customer service window in the Police Department lobby;
- Uses the dispatch and records computer system to provide administrative support for law enforcement, fire, EMS, SAR and other emergency response personnel. This includes but not limited to, processing dispatch reports, entering and deleting warrants, updating case and stolen property files, entering criminal complaints, typing complaints and summonses, using the Alaska Public Safety Information Network to perform persons and vehicle checks, search for warrants and obtain other related information;
- Provides traffic and vehicle support to officers, including requesting tow trucks, issuing parking permits, processing taxi applications, processing abandoned vehicle paperwork and processing parking citations;
- Provides administrative and staff support to the jail, including lodging inmates, processing bail paperwork, documenting and ordering inmate meals, processing all jail visitors, videotaping all arrest bookings, monitoring high risk inmates via video cameras, responding to inmates calls via the intercom and conducts jail checks when required;
- Processes and maintains all official records for the Police Department;
- Receives and processes monies for a variety of fees;
- Performs dispatch and records collection duties as necessary;
- Required to assist in the training of new employees;
- Provides needed information and demonstrations concerning the performance of tasks to new employees in the same or similar class of positions;
- Keeps immediate supervisor and staff fully and accurately informed concerning work progress, including present and potential work problems and suggestions for new or improved ways of correcting deficiencies;
- Provides court testimony when required;
- Coordinates evacuation of the Police Department and set-up of the Emergency Operations Center;
- Performs research and compiles statistics for the Police Department as requested;
- Attends meetings, conferences, workshops and training sessions and reviews publications and audio-visual materials to become and remain current on the principles, practices and new developments in the dispatch area;
- Responds to citizens' questions and comments in a courteous and timely manner;
- Communicates and coordinates regularly with appropriate personnel to maximize the effectiveness and efficiency of Police Department operations and activities;
- Performs all other related duties as assigned.
- The nature of the work performed requires that an employee in this class establish and maintain effective working relationships with other City departments and employees, State and Federal officials, and the public.

### **Required Knowledge, Skills and Abilities**

- Thorough knowledge of computers, the retrieval of computer information, police radio communications and police records operations
- Thorough knowledge of computer retrieval and entry information systems;
- Knowledge of police department operations rules, regulations and General Orders;
- Skill in assessing situations and reacting in a calm, rational, professional manner to ensure services are rendered;
- Skill in performing multiple tasks at any given time and to prioritize activities according to emergency needs;
- Skill in the performance of computer programs and usage in an accurate and timely manner;
- Skill in deriving information from persons involved in all types of emergency situations;
- Skill in the preparation of accurate and reliable reports identifying problems, recommendations, and ability to reach logical conclusions;

- Ability to apply basic language, writing, and spelling skills. Must be able to interpret and condense information and have legible handwriting;
- Ability to learn the operation and basic troubleshooting of telephone and communications systems and devices;
- Ability to read, understand and apply operational rules and policies;
- Ability to understand and follow oral and written directions and instructions;
- Ability to perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines;
- Ability and willingness to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology;
- Ability to use logical and creative thought processes to develop solutions according to written specifications and/or oral instructions;
- Ability to operate or quickly learn to operate a personal computer using standard or customized software applications appropriate to assigned tasks;
- Integrity, ingenuity and inventiveness in the performance of assigned tasks.

#### **Acceptable Experience and Training**

- Graduation from high school or possession of a GED; and
- Some related experience in communications, and/or public safety operations; or
- Any equivalent combination of experience and training which provides the knowledge, skills and abilities necessary to perform the work.

#### **Required Special Qualifications**

- Possession of a valid driver's license and the ability to obtain a driver's license issued by the State of Alaska within 90 days of employment;
- Ability to pass an extensive background check;
- Must be able to type at a minimum rate of 35 words per minute from clear copy;
- Must have vision correctable to 20/30 and have normal color vision;
- Must be a citizen of the United States or a resident alien who intends to become a citizen of the United States; and

#### **Essential Physical Abilities**

- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, which permits the employee to explain laws and ordinances, dispatch personnel and provide reports of animal control activities;
- Ability to differentiate between various audio stimuli;
- Sufficient manual dexterity with or without reasonable accommodation, which permits the employee to operate standard office equipment;
- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, which permits the employee to have access to all areas of the job.

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