

RADIO DISPATCHER

(Competitive Class)

DISTINGUISHING FEATURES OF THE CLASS

This class encompasses responsible entrance-level work in operating communications equipment, keeping records, and other duties in the communications center of the police department. Incumbents of this class answer police telephones, dispatch police units, and keep simple records of these activities following department procedures. Duties of this class are non-supervisory in nature and require the ability to act independently following standard operating procedures. Radio Dispatchers report to and have work reviewed by the Police Communications Supervisor.

EXAMPLES OF WORK

Examples listed below are illustrative only. They are not intended to include all duties which may be assigned, neither are they intended to exclude other duties which may be logical assignments to this class.

Answers telephone and secures the most accurate information possible for any incident from the caller. Takes complaints from other sources, such as police units or citizens who come to the police department, and secures as much information as possible. Determines unit(s) to be dispatched and dispatches units(s) following departmental procedures.

Keeps track of location and condition of each unit at all times. Takes requests for assistance from units and provides for requested assistance following departmental procedures. Relays information or answers questions which come in by radio from field units or refers questions to appropriate supervisor.

Calls state police or other law enforcement agencies by phone or radio to send or receive messages concerning auto licenses, drivers' licenses, runaways, criminal records, or any other related matters.

Watches or listens to monitors registering burglar alarms and follows established procedures when such alarms are received. Listens to other radio frequencies such as sheriff's department, state police, other police departments, fire department, CB, or others required by department policy, to keep track of activity in area covered and to take appropriate action when necessary. Listens for and answers telephone for the hearing impaired by use of typewriter keyboard and print-out.

Answers all police department telephones and transfers callers to the correct office or department. Operates office paging or intercom system to relay messages and information to department personnel.

Tests equipment and radios in police units by sending or receiving messages to insure proper readiness for service.

Maintains accurate records.

Performs any related duties assigned.

QUALIFICATION REQUIREMENTS

Unless otherwise specified, all requirements listed below must be met by the filing deadline for application to the test.

Must meet all requirements of the Municipal Fire and Police Civil Service Law, including passing a Civil Service Examination for the position.

After offer of employment, but before beginning work in this class, must pass a medical examination prepared and administered by the Appointing Authority, designed to demonstrate good health and physical fitness sufficient to perform the essential duties of the position, with or without reasonable accommodation.

Must have a high school diploma or a valid certificate of equivalency issued by a state department of education.

Must not be less than 18 years of age.

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