City of Mt. Juliet – Job Description

JOB TITLE: Communications – Dispatcher  
JOB GROUP: Police  
CLASS 2: 
FLSA: Non-Exempt  
SAFETY SENSITIVE: No

Job description statements are intended to describe the general nature and level of work being performed by employees assigned to this job title. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required.

GENERAL SUMMARY

To provide a variety of specialized and routine tasks in the provision of emergency and non-emergency communication services; to answer calls for the Police department and to the general City number and respond to those calls as appropriate; to provide emergency dispatch services for the City of Mt. Juliet Police Department. To provide assistance as needed for various divisions within the Police Department.

SUPERVISION

General supervision is provided by the Systems Manager and Police Communications Supervisor.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Adhere and comply with the City of Mt. Juliet Personnel Policy and Procedure Manual.

2. Answer and process calls including emergency and general non-emergency received via radio, telephone and other means to Police Department, Fire Department and to City Hall; forward calls to appropriate department and personnel; assign calls to appropriate personnel; prioritize calls and assign proper codes.

3. Receive and transmit pertinent information on all calls for services including those in progress and those involving other agencies; monitor activities of Police, Fire, and Emergency Management personnel; maintain the location and call status of units during an assigned dispatch shift.

4. Operate NCIC/TCIC, CAD, Metro and Amber Alert computer system; enter data; retrieve pertinent information; relay information to emergency personnel; purge printouts from
NCIC/TCIC system; maintain computers and related equipment; verify reports and data entered during shift.

OTHER DUTIES AND RESPONSIBILITIES

1. Coordinate with the police department, fire department or other legal officials as needed;
2. Provide assistance to persons with complaints or requests.
3. Complete required reports.
4. Provide general clerical support.
5. Maintain parking permits.
6. Operation of variety of equipment including radio/communication equipment, E-911, multi-phone dictation systems and police and fire computer equipment.
7. Assist other employees and divisions within the Police and Fire Department with a wide range of duties as workflow demands.
8. Perform other duties as assigned.

MINIMUM JOB REQUIREMENTS

EDUCATION

High School Diploma or equivalent.
EXPERIENCE

T.I.E.S certification preferred – required within (6) months
EMD certification preferred

LICENSES AND CERTIFICATES

Possession of a valid Tennessee driver’s license.

No felony convictions.

Have fingerprints on file with the TBI

KNOWLEDGE, SKILLS AND ABILITIES

KNOWLEDGE OF:

Organization structure of police department.

Laws and ordinances of the City and State of Tennessee.

Rules and regulations of the Federal Communication Commission pertaining to transmitting and receiving messages by radio.

Operation of radio transmitting/receiving, E-911 equipment, NCIC computer system and other equipment generally used in an emergency dispatch operation center.

Modern office equipment, computers, procedures and methods.

Business letter writing and basic report preparation

English usage, spelling, grammar and punctuation.

Various police organizations.

SKILL IN:
Computers and relevant software applications.

Communicating with persons in highly stressful situations.

Public contact, in variety of situations.

**ABILITY TO:**

Be proficient through NCIC level within six (6) months of employment, as a condition of continued employment. (Training provided)

Read, interpret and enter information clearly and correctly for various programs and reports

Work during regular and irregular shift rotations, which may include weekends, holidays and extended hours in emergency, disaster or other situation influence by workload or staffing difficulties.

Work under stress and use good judgment in emergencies. Be assertive and calm in soliciting information from distressed callers.

Respond to request and inquiries from the general public.

Communicate clearly and concisely, both orally and in writing

Establish and maintain effective working relationships with those contacted in the course of Work

Simultaneously perform a variety of tasks.

Use a variety of specialized equipment including communications and computer related equipment.

Quickly assimilate information and implement an appropriate course of action.

Obtain working knowledge of the Tennessee “10-codes”.

Pass medical/physical and psychological examination and drug test

Meet the City’s driving standards
PHYSICAL REQUIREMENTS / WORK ENVIRONMENT

Maintain effective audio-visual discrimination and perception needed for
• Making observations
• Reading and writing
• Operating assigned equipment
• Communicating with others
• Operating specialized communications equipment.

Maintain physical condition appropriate to the performance of assigned duties and responsibilities that may include the following.
• Fulfilling responsibilities characterized by anxiety, confusion and stress.
• Maintaining constant readiness to answer and dispatch calls.
• Sitting for extended periods of time.
• Operating specialized communications equipment.

I hereby acknowledge receipt of the job description by my signature listed below.

_______________________________________  __________________________
Employee Name                                                                 Date

DATE ISSUED:  July 2010  REVISION DATE February 2016