



Job Title: Dispatcher I

Status: Nonexempt

Date: October 29, 1986

Written By: Nick Wehmeier & Lynn Behrns

Department: Police/Dispatch

Immediate Supervisor: Chief of Police

Revised: December 8, 2020

Revised By: Heather Russell

Grade: B

Salary Range: \$12.83 - \$15.55

SUMMARY

Under the general direction of the Chief of Police and supervision of the Lead Dispatcher; dispatches patrol officers, ambulances, wreckers, water and sewer workers, and electric department workers, maintains records; and performs a variety of clerical duties involved in the daily operation of the Police Department.

RESPONSIBILITIES AND DUTIES

NOTE: This list is not absolute nor restrictive but indicates approximate responsibilities and duties which may be redefined pursuant to operations needs.

- 1.0 Communicates with patrol officers, City maintenance department, police departments of other cities, and other law enforcement agencies, using two-way radio.
 - 1.1 Dispatches fire department to all emergency calls.
 - 1.2 Test pagers of volunteer fireman.
- 2.0 Prepares shift log.
 - 2.1 Records, in the RMS all radio, telephone and personal communication, including who communications was with, time, how communicated, and description of communication.
- 3.0 Answers and places telephone calls.
 - 3.1 Receives calls, such as complaints, emergencies, requests for information, crimes, disturbances and accidents.
 - 3.2 Takes messages
 - 3.3 Transfers calls to appropriate individuals or departments.
 - 3.4 Places calls as related to duties.
- 4.0 Greets and assists the general public.
 - 4.1 Takes applications for security checks.
 - 4.2 Gives information
 - 4.3 Takes complaints.
 - 4.4 Receives payments for bonds and fines for animals.

- 5.0 Verifies that tickets issued are accounted for in ticket tracking program.
- 6.0 Maintains all records within the police department.
 - 6.1 Maintains records on impounded dogs.
 - 6.2 Maintains files on all documents and prepares for dissemination to appropriate agencies.
- 7.0 Responds to weather related emergencies.
 - 7.1 Receives notification of weather emergencies and sounds outdoor siren system.
 - 7.2 Notifies utility customers who need information in advance of or during utility outage.
- 8.0 If female, searches female prisoners.
- 9.0 Performs other duties as needed or assigned.

MINIMUM QUALIFICATIONS

- 1. Demonstrated ability to type.
- 2. Demonstrated ability to communicate effectively using two-way radios and telephone.
- 3. Demonstrated ability to understand and accurately follow both oral and written instructions.
- 4. Excellent work history and attendance record.
- 5. No record of felony convictions.