

**City of Anadarko
Job Description**

Title:	Communications Specialist I/Dispatcher
Department:	Police
Reports To:	Police Chief
FLSA Status:	Non-exempt

Purpose of Position

This position handles emergency dispatch of police and firefighting personnel using computer aided and E911 dispatch systems. Also assists the public with non emergency information. As a matron, searches and processes all female prisoners, and oversees their incarceration and maintenance.

Essential Job Functions:

1. Operates the base radio and maintains contact with mobile units to dispatch public safety assistance where needed. Cooperates with other law enforcement agencies as necessary.
2. Receives and dispatches telephone emergencies; monitors and transmits radio communication; broadcasts orders to law enforcement personnel; coordinates emergency requests; monitors emergency telephones and traces emergency telephone disruptions.
3. Assigns backup units and arranges for emergency equipment as necessary.
4. Operates a tape recording machine to record broadcasts and telephone conversations for record purposes. Operates in-house computer system to retrieve and or document information related to calls received, information on warrants, tickets, tag and license information.
5. Monitors alarm systems and responds to malfunctions or activation of the equipment.
6. Implements a rotating wrecker list and contacts wrecker units for service. Releases vehicles from impound.
7. Operates a teletypewriter updating and retrieving information relating to wanted persons, stolen property, vehicle registration, etc.; must be able to type, index, log, file, and perform other clerical functions.
8. Checks items in pawn shops with stolen items.
9. Takes incidental larceny and theft reports over the phone.
10. Assist in booking in female prisoners, doing fingerprinting, photo, search (strip search when needed). Monitors activities in the City jail and receptionist areas. Processes persons and their personal belongings. May assist in preparation of meals for prisoners.
11. Receives, records, and deposits bond and fine monies from person issued citation by officers. Monitors in station hold up and burglar alarms.
12. Perform all other duties as assigned.

Education, Training and Experience Required:

High school education or equivalent, general clerical work experience of approximately two years; bondable; Successful completion of Oklahoma Law Enforcement Telecommunications Systems (OLETS) and certified and licensed to use teletypewriter prior to or within 6 months of employment.

Knowledge, Skills and Abilities:

Knowledge of radio operation; must have clear distinct voice and able to communicate with public effectively in all emergency situations. Must be able to calm irate or frantic callers to elicit proper information in order to quickly and effectively dispatch service or render telephonic assistance.

Must have knowledge of streets and geographic features in community. Must have basic first aid and CPR experience and able to transmit this to a caller.

Knowledge of radio broadcasting procedures and rules, department policies and procedures and other law enforcement procedures.

Ability to teletype, knowledge of computers and perform general clerical skills including typing skills.

Ability to maintain effective working relationships with a variety of employees.

Ability to handle money, prepare receipts, and keep records.

Ability to maintain strict confidentiality concerning police calls for service and other data.

Knowledge of FCC regulations, Uniform Crime Report codes, and other law enforcement activities.

Knowledge of 9-1-1 system, ALI and ANI printers, TDDs, NCIC/OLETS computer and printer.

Contacts with Others:

Extensive contact with the public in emergency and non-emergency situations. Must be able to maintain composure, provide assistance and dispatch. The nature of the contacts and the impact to the organization requires good people skills, good public relations, and the ability to field questions and provide necessary information. Must screen callers and visitors effectively. Must be able to use tact and diplomacy and keep strict confidences. Ability to deal with different types of law enforcement agencies, law enforcement officers, citizens, and various individuals of whom some are hostile, non-cooperative, or victimized.

Special Certificates, Registrations, Licenses Required:

Successful completion of Oklahoma Law Enforcement Telecommunications Systems (OLETS) and certified and licensed to use teletypewriter prior to or within 6 months of employment. Must be bondable.

Physical/Mental Requirements:

Rotating shifts; working under stressful situations, etc. Must have strength sufficient to assist with the processing of unruly arrestees.

This is an office/clerical function requiring limited lifting, bending, or stooping other than to lift office supplies, arrange chairs, and assist with prisoners, etc. Heavier tasks may be reassigned to other personnel if necessary. There are situations requiring some establishment of priorities due to work load demands, and various commitments.

Environmental Conditions and Safety Concerns:

This is an office environment with few concerns relative to hazards other than with clients that visit the police department who might be exposed to communicable diseases.

Job Location:

Most work performed inside except when errands or meetings require travel outside the office. Overtime work may be required on occasion to attend meetings or to handle special projects.

Equipment:

Computer and printers, radios, 9-1-1 system, teletype machines, CCI NCIC/OLETS computers, fax, TDDs, etc.

The above duties are general in nature and are not intended to reflect all of the duties which may be required of the incumbent

Last Date of Revision: 12/10/04