

**CODE: 1773
FLSA: NON-EXEMPT
GRADE: 7**

**TOWN OF VIENNA, VIRGINIA
JOB DESCRIPTION**

**JOB TITLE: DISPATCHER I
COMMUNICATIONS DIVISION
POLICE DEPARTMENT**

GENERAL STATEMENT OF JOB

Under regular supervision, performs telecommunication work in receiving and interpreting information through telecommunications equipment and verbally dispatches the information received to aid in expediting the protection of the general welfare and safety of the public. Work involves answering all emergency and non-emergency calls; retrieving all essential information pertaining to emergency; dispatching Officers to call and updates information as needed; maintains CAD dispatch on all activities; assisting Town residents with problems at front desk as well as on the telephone; maintaining communications with other agencies; observing 911 activity on teletype machine as well as sending out messages as needed; and operating VCIN/NCIC system. Reports to the assigned Sergeant.

SPECIFIC DUTIES AND RESPONSIBILITIES

ESSENTIAL JOB FUNCTIONS

Monitors radio transmissions; responds to any traffic directed to dispatch.

Answers telephones according to level of importance; determines if callers are located within the Town of Vienna's jurisdiction; directs calls to correct agency when needed; obtains information from the caller; dispatches information received from caller to area unit on the radio and back-up if necessary.

Responds to officers' requests.

Enters, updates, and adds call data into CAD system.

Verifies that Officers are safe once they are on location at the scene.

Prepares and responds to VCIN/NCIC teletype messages; assigns teletype messages sequential numbers; records into VCIN/NCIC journal.

Assists citizens at the front counter or at lobby telephone after hours.

Monitors security cameras.

Advises supervisor of any call outs; provides update regarding staffing.

Enters sick leave calls into "sick leave journal".

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Calls out duty officer for after hour emergencies.

Enters daily shift line up into the computer.

Processes driver transcripts for Officer's court use.

Monitors fax machine for incoming faxes; distributes or files faxes to employees.

Monitors emergency management network computer.

Maintains help/telephone number information binder.

Assists Animal Control Officer in returning lost animals to owners.

Receives and/or reviews various records and reports such as calls for service, Officer communications, information provided by other agencies and jurisdictions, incoming NCIC/VCIN teletypes, etc.

Prepares and/or processes various records and reports such as lookout memorandums, driver transcripts, criminal history checks, interdepartmental memorandums, timesheets, lost animal reports, NCIC/VCIN teletypes, etc.

Refers to general orders, VCIN/NCIC manuals, CAD case records, Dispatch help book, language line instructions, Officer transmissions, emergency information, case maintenance, etc.

Operates a variety of equipment such as copier, fax machine, telephone, Teletype printer, radio, security cameras, etc.

Uses a variety of tools such as writing instruments, radio foot pedal, hole puncher, intercom, door system, map, etc.; a variety of supplies such as large street map, paper, NCIC/VCIN journals, CAD manuals, ink cartridges, general office supplies, etc.; and a variety of computer software such as Vesta Phone System, Mobiltec, GLINK, Criss-Cross Plus, Turchetta, etc.

Interacts and communicates with various groups and individuals such as the Sergeant, Officers, Town employees, other agencies, vendors, and the general public.

ADDITIONAL JOB FUNCTIONS

Trains new employees.

Attends in-service training and required Town meetings.

Covers shifts as needed due to illness, leave of other employees, or Town events.

Accepts donations of cell phones.

Assists citizens with relinquishing weapons and ammunition.

Monitors exchanges of juveniles between estranged parents.

Assists with accepting donations for Santa's ride.

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Accepts and enters "house check" forms for citizens who will be out of Town.

Performs other related duties as required.

MINIMUM TRAINING AND EXPERIENCE

Requires a high school diploma or GED equivalent supplemented by three to six months of experience in the communication area; or any equivalent combination of education, training, and experience, which provides the required knowledge, skills, and abilities. Must have successfully completed required courses and certification; may be required to possess additional certification(s) as deemed necessary by the Town. Must have certification by Virginia State Police as a VCIN Terminal Operator. Must have certification by DCJS as a Dispatcher.

MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

Physical Requirements: Must be physically able to operate a variety of machines and equipment including telephone, copier, NCIC computer, facsimile machine, radio, etc. Must be able to exert up to twenty pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects. Physical demands are not in excess of those for sedentary work.

Data Conception: Requires the ability to compare and/or judge the readily observable functional, structural or compositional characteristics (whether similar to or divergent from obvious standards) of data, people or things.

Interpersonal Communications: Requires the ability of speaking and/or signaling people to convey or exchange information. Includes giving assignments and/or directions to subordinates and receiving assignments and/or directions from supervisors.

Language Ability: Requires ability to read a variety of laws, policies and procedures, training manuals, lab reports, etc. Requires the ability to prepare reports, performance appraisals, schedules, correspondence, records, etc. with proper format, punctuation, spelling and grammar, using all parts of speech. Requires the ability to speak with and before others with poise, voice control and confidence.

Intelligence: Requires the ability to apply principles of logical thinking to define problems, collect data, establish facts and draw valid conclusions; to deal with several abstract and concrete variables. Requires the ability to apply influence systems in managing a staff; to learn and understand relatively complex principles and techniques; to make independent judgments in absence of supervision; to acquire knowledge of topics related to primary occupation. Must have the ability to comprehend and interpret received information and to understand and implement basic office equipment.

Verbal Aptitude: Requires the ability to record and deliver information, to explain procedures, to follow and give verbal and written instructions; to counsel and teach employees. Must be able to communicate effectively and efficiently with persons of varying educational backgrounds and in a variety of technical and/or professional languages including law enforcement, personnel, etc.

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Numerical Aptitude: Requires the ability to add and subtract totals, to multiply and divide, to utilize mathematical formulas, to determine percentages and decimals and to determine time. Must be able to use practical applications of fractions, percentages, ratio and proportion.

Form/Spatial Aptitude: Requires the ability to inspect items for proper length, width and shape, and visually read various information.

Motor Coordination: Requires the ability to coordinate hands and eyes using office machinery; to operate motor vehicles.

Manual Dexterity: Requires the ability to handle a variety of items, keyboards, office equipment, control knobs, buttons, switches, catches, firearms, etc. Must have significant levels of eye/hand/foot coordination.

Color Discrimination and Visual Acuity: Requires the ability to differentiate colors and shades of color; requires the visual acuity to determine depth perception, peripheral vision, inspection for small parts; preparing and analyzing written or computer data, etc.

Interpersonal Temperament: Requires the ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing under stress when confronted with emergency, unusual or dangerous situations.

Physical Communications: Requires the ability to talk and/or hear: (talking: expressing or exchanging ideas by means of spoken words; hearing: perceiving nature of sounds by ear).

PERFORMANCE INDICATORS

Knowledge of Job: Has thorough knowledge of the methods, policies, and procedures of the Communications Division of the Police Department as they pertain to the performance of duties of the Dispatcher I. Has knowledge of the organization of the Department and of related departments and agencies. Has knowledge of the laws, ordinances, standards, and regulations pertaining to the specific duties and responsibilities of the position. Is able to work under stressful or dangerous conditions, often involving considerable personal risk or risk to others. Has knowledge of the structure, functions, and inter-relationships of State and local law enforcement agencies. Has knowledge of up-to-date law enforcement procedures. Has knowledge of firearms, automotive, radio, and other law enforcement equipment. Has knowledge of criminal behavior and methods of operation. Has knowledge of civil process. Is able to provide efficient, effective, and professional service to officers and the public. Has knowledge of the methods and procedures of police communications, including telephone, NCIC, and radio communications. Has knowledge of and skill in the use of communications equipment. Has knowledge of departmental rules and regulations regarding the use of radio equipment and of maintaining contact with officers and various agencies. Has knowledge of the layout of Town roads and of the locations of various neighborhoods; is able to read, interpret, and understand Town maps. Is able to communicate via radio and telephone in a clear and concise manner. Is able to communicate effectively with members of the public and deal with the public in a professional manner. Is able to obtain accurate information when dealing with callers who are upset, afraid, injured, etc. Is able to transmit accurate information. Is able to give accurate direction over the telephone, providing the shortest route possible to emergency scenes. Is able to analyze problems that arise on the job and recommend solutions. Is able to assemble information and make written and oral reports concisely, clearly, and effectively. Is able to comprehend, interpret and apply regulations, procedures, and related information. Is able to communicate effectively

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with a wide variety of public and private groups and is persuasive in such communication. Has sufficient knowledge of other Town departments to communicate with their representatives as necessary in carrying out duties and responsibilities. Has the mathematical ability to handle required calculations accurately and quickly. Is able to react quickly and calmly in emergency situations. Has knowledge of the standard tools, materials, and practices of the trade. Is skilled in the care and use of required tools and equipment. Has knowledge of the occupational hazards and safety precautions of the trade.

Quality of Work: Maintains high standards of accuracy in exercising duties and responsibilities. Exercises immediate remedial action to correct any quality deficiencies that occur in areas of responsibility. Maintains high quality communication and interacts with all Town departments and divisions, co-workers and the general public.

Quantity of Work: Maintains effective and efficient output of all duties and responsibilities as described under "Specific Duties and Responsibilities".

Dependability: Assumes responsibility for doing assigned work and for meeting deadlines. Completes assigned work on or before deadlines in accordance with directives, Town policy, standards and prescribed procedures. Accepts accountability for meeting assigned responsibilities in the technical, human and conceptual areas.

Attendance: Attends work regularly and adheres to Town policies and procedures regarding absences and tardiness. Provides adequate notice to higher management with respect to vacation time and time-off requests.

Initiative and Enthusiasm: Maintains an enthusiastic, self-reliant and self-starting approach to meet job responsibilities and accountabilities. Strives to anticipate work to be done and initiates proper and acceptable direction for the completion of work with a minimum of supervision and instruction.

Judgment: Exercises analytical judgment in areas of responsibility. Identifies problems or situations as they occur and specifies decision objectives. Identifies or assists in identifying alternative solutions to problems or situations. Implements decisions in accordance with prescribed and effective policies and procedures and with a minimum of errors. Seeks expert or experienced advice and researches problems, situations and alternatives before exercising judgment.

Cooperation: Accepts supervisory instruction and direction and strives to meet the goals and objectives of same. Questions such instruction and direction when clarification of results or consequences are justified, i.e., poor communications, variance with Town policy or procedures, etc. Offers suggestions and recommendations to encourage and improve cooperation between all staff persons and departments within the Town.

Relationships with Others: Shares knowledge with supervisors and staff for mutual benefit. Contributes to maintaining high morale among employees. Develops and maintains cooperative and courteous relationships inter- and intra-departmentally, and with external entities with whom the position interacts. Tactfully and effectively handles requests, suggestions and complaints in order to establish and maintain good will. Emphasizes the importance of maintaining a positive image.

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Coordination of Work: Plans and organizes daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology. Avoids duplication of effort. Estimates expected time of completion of elements of work and establishes a personal schedule accordingly. Attends meetings, planning sessions and discussions on time. Implements work activity in accordance with priorities and estimated schedules. Maintains a calendar for meetings, deadlines and events.

Safety and Housekeeping: Adheres to all safety and housekeeping standards established by the Town and various regulatory agencies. Sees that the standards are not violated. Maintains a clean and orderly workplace.

DISCLAIMER: This job description is not an employment agreement or contract. Management has the exclusive right to alter this job description at any time without notice.